



To: Members of the Partnerships  
Scrutiny Committee

Date: 25 May 2012

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Dear Councillor

You are invited to attend a meeting of the **PARTNERSHIPS SCRUTINY COMMITTEE** to be held at **9.30 am** on **THURSDAY, 31 MAY 2012** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN.**

Yours sincerely

G. Williams  
Head of Legal and Democratic Services

## **AGENDA**

### **PART 1 - THE PRESS AND PUBLIC ARE INVITED TO ATTEND THIS PART OF THE MEETING**

#### **1 APOLOGIES**

#### **2 APPOINTMENT OF VICE CHAIR**

To appoint a Vice Chair of the Partnerships Scrutiny Committee for the ensuing year.

### **3 DECLARATION OF INTERESTS**

Members to declare any personal or prejudicial interests in any business identified to be considered at this meeting.

### **4 URGENT MATTERS AS AGREED BY THE CHAIR**

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972.

### **5 MINUTES OF THE LAST MEETING** (Pages 1 - 8)

To receive the minutes of the Partnerships Scrutiny Committee held on Thursday, 19<sup>th</sup> April, 2012 (copy enclosed)

### **6 SUSTAINABLE SOCIAL SERVICES: A FRAMEWORK FOR ACTION AND SOCIAL SERVICES (WALES) BILL** (Pages 9 - 42)

To consider a report by the Corporate Director: Modernisation and Wellbeing (copy enclosed) outlining the policy and legislative changes proposed by the Welsh Government which will affect the delivery of social services for the foreseeable future. The report also seeks Members' views on the changes and on the proposals under development to manage the delivery of services in the future.

**9.45 a.m.**

### **7 ANNUAL COUNCIL REPORT: SOCIAL SERVICES 2011/2012** (Pages 43 - 82)

To consider a report by the Corporate Director: Modernisation and Wellbeing (copy enclosed) which sought the Committee's views on the proposed Modernising Social Services Board to take forward key developments in Denbighshire.

**10.25 a.m.**

### **BREAK**

### **8 REGIONAL AND NATIONAL SUPPORTING PEOPLE PROGRAMME CHANGES** (Pages 83 - 112)

To consider a report by the Supporting People Manager (copy enclosed) on the proposed changes to the Supporting People Programme in Wales, and to consult on the revised interim proposals for the establishment of a Regional Collaborative Committee for Supporting People Services.

**11.10 a.m.**

**9 SAFER COMMUNITIES REGIONAL BOARD (Pages 113 - 128)**

To consider a report by the Head of Business Planning and Performance (copy enclosed) which outlines the progress towards the formation of the Safer Communities Regional Partnership Board, and presents the amended Partnership Agreement for the Board.

**11.40 a.m.**

**10 SCRUTINY WORK PROGRAMME (Pages 129 - 146)**

To consider a report by the Scrutiny Coordinator (copy enclosed) seeking a review of the committee's forward work programme and updating members on relevant issues.

**12.15 p.m.**

**11 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

To receive any updates from Committee representatives on various Council Boards and Groups

**12.40 p.m.**

**MEMBERSHIP**

**Councillors**

Brian Blakeley  
Ann Davies  
Meirick Davies  
Peter Evans  
Alice Jones

Pat Jones  
Margaret McCarroll  
Dewi Owens  
Merfyn Parry  
Bill Tasker

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## **PARTNERSHIPS SCRUTINY COMMITTEE**

Minutes of a meeting of the Partnerships Scrutiny Committee held in Conference Room 1a, County Hall, Ruthin on Thursday, 19 April 2012 at 9.30 am.

### **PRESENT**

Councillors Gwilym Evans, Gwyneth Kensler, Dewi Owens (Chair) and Jane Yorke.  
Co-optees for Education – Mrs Gill Greenland; Ms. D. Houghton; Dr Dawn Marjoram and Mr John Saxon.

### **ALSO PRESENT**

Councillor Meirick Lloyd Davies, Sally Ellis, Corporate Director, Demographics, Wellbeing and Planning; Wayne Wheatley, Education Social Worker and Safeguarding Officer; Karen Evans, Head of School Improvement and Inclusion; Alan Smith, Head of Business Planning and Performance; Carol Evans, Assistant Planning and Performance Officer.

### **PART I**

#### **1 APOLOGIES**

Apologies for absence were received from Councillors Raymond Bartley, Joan Butterfield, Ann Davies, Carl Davies, Christine Evans and Neville Hughes

#### **2 DECLARATION OF INTERESTS**

No declarations of personal or prejudicial interest were made.

#### **3 URGENT MATTERS AS AGREED BY THE CHAIR**

No urgent matters had been raised.

#### **4 MINUTES OF THE LAST MEETING**

The minutes of the Partnerships Scrutiny Committee held on 8<sup>th</sup> March 2012 were submitted.

#### **Matters Arising –**

Page 2 – Matters Arising (Page 6 – Item No 7 The Big Plan) – The Scrutiny Co-ordinator, on behalf of Councillor Christine Evans, confirmed she had responded to the Minister for Health and Social Services. This was following a response received regarding the provision of HPV vaccinations to boys. An acknowledgement letter was received from the Minister for Health and Social Services confirming a full reply would be sent out within 17 working days.

Page 3 – Item No. 5 Tourism – Dr Dawn Marjoram, Co-opted Member, brought to the Committee's attention the fact that the World Heritage Site in the Dee Valley was not mentioned within the Destination Management Plan submitted by the Regional Strategy Director for Tourism Partnership North Wales. Dr Marjoram was

a major contributor for obtaining World Heritage Site status for the aqueduct and canal in Llangollen and offered her expertise on this issue if required.

Page 4 – Item No 5 Tourism – The Chair referred to Councillor Meirick Davies requesting he be kept informed regarding the progress with the planned initiatives to encourage Tweedmill outlet shoppers to visit other parts of the county. The Chair requested that all councillors be kept informed also.

Page 6 – Item No 6 Regional and National Supporting People Programme Changes – The Corporate Director: Demographics, Wellbeing and Planning (CD: DWP) provided an update. The report not available for this meeting as the matter had not been concluded and the proposed changes were still under negotiation. The Scrutiny Co-ordinator confirmed the National Supporting People Programme Changes report was scheduled into the work programme for May 2012.

Page 9 – Item No 9 NHS Strategic Service Reviews – Dr Dawn Marjoram, Co-opted Member, raised the issue of Hyfrydle. She requested an update on this matter as no information had been forthcoming. Dr Marjoram also stated that Hyfrydle would require planning permission. The Chair agreed and recommended an update on Hyfrydle was required.

Pages 10/11 – Item No 10 Members Questions – Following Councillor Raymond Bartley's request for further information on the annual health checks for people with learning disabilities, the Scrutiny Co-ordinator read out a response received by email from the Betsi Cadwaladr University Health Board's Assistant Director Strategy and Engagement, Sally Baxter. A copy of the email would be sent out to Committee members for their information.

**RESOLVED** that subject to the above, the minutes of the meeting held on 8<sup>th</sup> March 2012 be received and approved as a correct record. Also, due to the previous meeting being inquorate, the following minutes were ratified as a correct record:-

- (a) Minutes of Partnerships Scrutiny Committee meeting held on 26<sup>th</sup> January, 2012.
- (b) Minutes of a Special Partnerships Scrutiny Committee meeting held on 9<sup>th</sup> February, 2012.

## **5 ANNUAL AUDIT OF SAFEGUARDING CHILDREN IN EDUCATION - QUALITY ASSURANCE FRAMEWORK**

The Education Social Worker Team Leader (ESWTL) submitted a report (previously circulated) updating the Committee on safeguarding activity within education and on the safeguarding action plan undertaken in response to the September 2011 Pembrokeshire County Council report. The Committee was asked to endorse and support the future actions to address the areas of weakness identified in the annual audit of schools and to address cross service safeguarding issues.

ESWTL explained to the Committee that significant changes had taken place during the previous 12 months in Wales. Following the Pembrokeshire County Council report (Sept 2011), which was used as a template of areas of concern, issues were

raised at Ministerial level. The Minister wrote to each Local Authority requesting audits be carried out.

All referrals are automatically copied to ESWTL for audit. If a referral is not considered serious enough to be dealt with by the Safeguarding Unit, or the reason for the referral is unclear, the ESWTL contacts the school to ascertain the reasons why the referral was made. A rolling programme of yearly training was now provided to all schools. Details of staff unable to attend training are sent back to the Headteacher to ensure training is undertaken within the school year.

Projects delivered through Cymorth funding on the Local Authority's behalf had also been made aware of the importance of safeguarding matters and the need to develop safeguarding policies. This had resulted in an audit being undertaken of the agencies' child protection and safeguarding policies. As Cymorth funding was coming to an end, the Corporate Director, Demographics, Wellbeing and Planning (CD: DWP) clarified that new contracts awarded under the Families First initiative would specify the need for HR processes to deal with child protection matters and that safeguarding would form part of the contract monitoring process.

Dr Dawn Marjoram, Co-opted Member declared her specialist interest was children with special needs and disabled children were particularly vulnerable to be abused. Dr Marjoram asked if both staff working within special needs schools and staff in main stream schools, who dealt with special needs children, were given specific training, particularly those staff that looked after children with communication problems. The ESWTL confirmed that there were staff with specialist knowledge working in schools and they would be able to identify any circumstances which were a cause of concern. It was conveyed within the training sessions that it was not only the responsibility of the staff to safeguard the children but also the responsibility of the Local Authority, which included school governors. Key services within Denbighshire County Council had the relevant knowledge to deal with issues.

CD:DWP confirmed that the Joint Risk Assessment Panel met on a twice weekly basis, and these meetings were attended by Education, Social Services, Police and Health representatives. Information was collated regarding the nature of assistance a child or family may require, so that a team could be built around the family to support them.

Dr Marjoram enquired if a child from outside the county was educated at a Denbighshire school how would this affect the process? ESWTL explained there was a clear system to deal with a child from outside Denbighshire. There was an expectation from the management team that the Local Authority was contacted, this ensured Denbighshire was being proactive and not reactive. The management team had recently attended Level 2 training in order to heighten awareness including when appointing representatives to governing bodies.

ESWTL clarified that the audit was presented to the Local Safeguarding Children's Board (LSCB). Following the Board meeting, any issues were then incorporated within the training programme.

Councillor Gwilym Evans questioned whether the IT system currently in place was sufficient to deal with the issues as and when they arose. The ESWTL clarified that if a problem arose regarding the IT system, an alternative interface would be contact by telephone. All schools had contact numbers for Children's Services to enable a verbal referral. Therefore, problems with the IT system would not cause any referral delay.

**RESOLVED** that under Section 100A of the Local Government Act 1972, the Press and Public be excluded from the meeting for the following business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraphs 12 and 13 of Part 4 of Schedule 12A of the Local Government Act 1972.

## **PART II**

Training was also provided to School Crossing Patrol staff, which had been especially tailored to meet their needs, and William Mathias School Music Service staff in Conwy and Denbighshire. Leisure Centre managers and staff had undergone training. Youth Service staff were scheduled to undergo training within the next month. John Saxon, Co-opted Member enquired if Headteachers received extra training. The ESWTL confirmed that Headteachers received both level 1 and level 2 training. Level 1 and 2 training gave wider awareness of safeguarding around schools, e.g. staffing, recruitment, HR and wellbeing of children.

Discussion took place regarding school transport and escorts. The ESWTL confirmed that his staff worked closely with the Licensing Department. Dr Marjoram asked if there was a structure in place for escorts and if so, it should also be in place for taxi/school bus drivers. The ESWTL confirmed that taxi drivers, licensed with Denbighshire, had an enhanced CRB check. CRB checks were also carried out on all bus drivers by the Passenger Transport Section. Also if there was a suspended taxi driver from another county, this information would be passed on ensuring the suspended driver was unable to work in another county. Such processes were to be made more rigorous and robust following the publication of the All Wales Child Protection Procedures.

The Chair, Councillor Dewi Owens, enquired about taxi drivers who worked without a school escort. The ESWTL clarified that it was not compulsory for school escorts to accompany all school children travelling in a taxi.

John Saxon, Co-opted Member asked if all school buses/coaches were fitted with CCTV cameras. The ESWTL was not completely sure on this point and suggested that clarification be sought from the Section Manager Passenger Transport to ascertain whether this was the case. Dr Marjoram also suggested there was a need for child on child safeguarding to be looked into on school transport.

The ESWTL confirmed to the Committee that every school was required to undertake an annual audit within which 127 questions required responses. This information was sent to ESWTL who then audited the information. The Committee:

**RESOLVED:** - that subject to the above observations:



- (a) *to note the actions undertaken to date to address cross service safeguarding issues, and endorse future actions to address the areas of weakness identified in the annual audit of schools to address cross service safeguarding issues; and*
- (b) *that school governors are requested to monitor on a regular basis that all their school staff and volunteers have current relevant safeguarding checks in place and have undertaken the safeguarding training relevant to their role*

## **PART I**

### **6 PROVISION OF MUSIC WITHIN SCHOOLS**

The Head of School Improvement and Inclusion (HSII) submitted a report (previously circulated) to update Members and to gain continuing support for the progress of the collaborative Task and Finish Group to develop proposals in respect of the provision of music education within schools, or alternatively Denbighshire's proposals for the provision of music education.

HSII outlined the report and explained the context and history of provision of funding for music in schools.

***RESOLVED*** that under Section 100A of the Local Government Act 1972, the Press and Public be excluded from the meeting for the following business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 14 of Part 4 of Schedule 12A of the Local Government Act 1972

## **PART II**

In terms of opportunity for music for all students, historically, a budget was available to schools to access provision from the William Mathias Music Centre (WMMC). There had been concern raised by some schools as to how that funding had been distributed. Funding was delegated from a formula i.e. population within the school and percentage of students receiving free school meals. If larger numbers of children requested access to music education, either schools or parents would be required to make a contribution. There had been a problem due to inconsistencies regarding parents' payments. Also it was felt some schools should not be subsidising from their budget when other schools were not making use of this facility. Because of these inconsistencies a sustainable long term solution was required.

There were extremely talented students in Denbighshire but students needed to be acknowledged and encouraged whatever their musical ability. The take up of music was monitored and musical instruments provided. An example of large investment was Christchurch School in Rhyl. The school was in an area of deprivation but it was important to encourage younger children into music. It was imperative the budget was used in the best possible way.

Dr Dawn Marjoram, Co-optee Member informed the Committee that with regards to special schools, music was treated as a therapy. However, there were some notable achievements in the field of musical education at special schools. The HSII

explained in terms of encouragement of schools to participate, there was no differentiation between main stream and special schools, equality was ensured. In terms of actual curricular activity regarding music as therapy, this was a different matter altogether.

John Saxon, Co-opted Member, enquired as to whether there was any assistance for parents who wished to purchase instruments. HSII confirmed there was a hire scheme with an option to purchase. There were people who had successfully participated in the scheme.

The contract with William Mathias was reviewed annually and enabled the Council to monitor the quality of the service provided. It also enabled the Council to provide musical education through the medium of Welsh. Currently Denbighshire, Gwynedd, Anglesey and Conwy had contracts with Williams Mathias, whilst Flintshire and Wrexham had their own solutions. Currently a North Wales wide solution was being sought and this was the focus of the Task and Finish Group chaired by Conwy's Statutory Head of Education Services. The Committee:

**RESOLVED: -**

- (a) *to continue to support the ongoing work with respect to the development of music within the County;*
- (b) *to support the proposals for the wider review of funding of music provision in Denbighshire; and*
- (c) *that the findings of the North Wales Music Task and Finish Group be reported to the Committee in due course*

**At this juncture (10.55am) the meeting adjourned for a refreshment break.**

**PART I**

**11.05am At this juncture, the Co-opted Members left the meeting.**

The Chair reported from this point the meeting was inquorate due to insufficient members of the Committee being in attendance. It was agreed to proceed with the meeting on the basis that any recommendations be ratified at the next Committee meeting.

**7 PARTNERSHIP GOVERNANCE TOOLKIT**

The Head of Business Planning and Performance (HBPP) and the Assistant Planning and Performance Officer (APPO) jointly introduced a report (previously circulated) regarding the Council's Partnership Governance Toolkit. The toolkit had been requested by the Corporate Governance Committee in response to the County Council Internal Audit Services review on Partnership Governance in November 2011. The Toolkit had been brought to the Committee as part of the consultation process. The Toolkit detailed how improvements could be made to the framework and the rigour around it. An extensive period of consultation was

under way for comments and suggestions for the draft framework. The consultation period to cease at the end of April 2012.

Councillor Gwilym Evans commented that some content of the Toolkit already existed within the Constitution. Councillor Evans also stated the Toolkit required to be more concise. Newly elected Members would be in receipt of a large amount of reading material, therefore a shorter document would be easier to absorb.

It was agreed the Toolkit was a lengthy document and perhaps it could be more concise which would make it more user friendly.

HBPP confirmed a Partnership Register would be updated annually. Each of the Partnerships would be contacted annually, whereupon the register would then be updated.

It was brought to the attention of HBPP by CD:DWP that Collaboration, the Compact and safeguarding were all major risks but the significance matrix did not seem to reflect the appropriate level of risk for them and this should therefore be addressed. Councillor Gwyneth Kensler suggested a definition of what is Partnerships and what is Collaboration be drawn up. HBPP pointed out that occasionally Partnerships and Collaboration overlap. The Committee:

***RESOLVED*** that, subject to the above recommendations being addressed, the draft Partnership Governance Toolkit and accompanying Implementation Schedule be endorsed.

## **8 SCRUTINY WORK PROGRAMME**

The Scrutiny Co-ordinator submitted a report (previously circulated) seeking Members' view on the Committee's future work programme and providing an update on relevant issues. A draft Forward Work Programme (Appendix 1); Cabinet Forward Work Programme (Appendix 2); and Progress with Committee Resolutions (Appendix 3) had been attached to the report.

The Scrutiny Co-ordinator raised the issue of an item provisionally scheduled into the work programme for the meeting on 31<sup>st</sup> May on the Collaborative Domiciliary Care Project with Conwy County Borough Council. Exploratory work into this particular area had revealed that no opportunities currently existed for collaboration, as each county's pressure areas were different and therefore did not lend themselves to any form of block contracting. It was agreed this item would not be included on the Agenda for 31<sup>st</sup> May meeting. The Corporate Director of Demographics, Wellbeing and Planning (CD:DWP) suggested that the provision of domiciliary care in rural areas and possible opportunities for collaborating with other local authorities in this area be considered at a future meeting. The Scrutiny Co-ordinator confirmed she would raise the matter with the Head of Adult and Business Services.

Councillor Gwyneth Kensler requested Hyfrydle be placed on the future work programme for consideration. The Scrutiny Co-ordinator suggested that it may be

more beneficial initially for an “information” report to be provided ahead of the May meeting.

The Scrutiny Co-ordinator referred to the Rhyl Going Forward Programme. It had been agreed that all three major workstreams (Retail and Town Centre workstream; Tourism and Coastal Strip workstream and the Strategy for West Rhyl) be referred to the Communities Scrutiny Committee for discussion.

Councillor Gwilym Evans raised the matter of the Scrutiny Chairs and Vice Chairs Group. The Group had been holding meetings for the previous 12 months, but no minutes were available. The Scrutiny Co-ordinator confirmed she would look into this.

CD:DWP referred to future Communities Scrutiny Work Programme there was an item for October meeting “Public Transport within the County (including TAIH and rural transport)”. The Director was of the view that this item should actually be considered by Partnerships Scrutiny Committee. The Scrutiny Coordinator undertook to raise the matter at the Scrutiny Chairs and Vice-Chairs Group the following week. She also undertook to check when the proposals for the North Wales Safer Communities Board were likely to be available for consideration and when the Community Safety Partnership would be in a position to attend a meeting of the Committee.

**RESOLVED** that subject to the above amendments and requests, the Work Programme be approved.

## **9 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

No reports from Committee representatives had been received.

The Chair, Councillor Dewi Owens, extended his thanks to Councillor Gwilym Evans for all his input and work during his time as a county councillor.

Councillor Jane Yorke, on behalf of Members, extended her thanks the Scrutiny Co-ordinator for her hard work and support over the lasts 4 years.

The meeting concluded at 12.00 pm

**Report To:** Partnerships Scrutiny Committee

**Date of Meeting:** 31 May 2012

**Lead Officer:** Corporate Director: Modernisation and Wellbeing

**Report Author:** Corporate Director: Modernisation and Wellbeing

**Title:** Sustainable Social Services: A Framework for Action and the Social Services (Wales) Bill

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## **1. What is the report about?**

The report, via the attachments, explains major policy and legislative change proposed by Welsh Government, which will affect the delivery of social services for the foreseeable future. Delivery through partnerships is a core feature of the proposals.

## **2. What is the reason for making this report?**

2.1 To make members aware of the proposed changes set out in “Sustainable Social Services: A Framework for Action” (SSSFFA) and the Social Services (Wales) Bill

2.2 To seek input to views Denbighshire might express on the consultation report on the Bill

2.3 To seek views on the proposed Modernising Social Services Board to take forward key developments in Denbighshire

## **3. What are the Recommendations?**

3.1 That members comment on proposed provisions in the Social Services (Wales) Bill

3.2 That members comment on the proposal to establish a Denbighshire Modernising Social Services Board

## **4. Report details**

4.1 The presentation attached at Appendix I summarises the content of a major Welsh Government policy document “Sustainable Social Services: a Framework for Action” and proposals in the Social Services (Wales) Bill. Together they set out a radical agenda for the transformation of social services in Wales. Delivery of this agenda forms the heart of Contract 2 within the Compact for Change.

4.2 A consultation document on the Social Services (Wales) Bill has been issued with a closing date of 1<sup>st</sup> June 2012. This offers an opportunity for members to feed into a local government response. The WLGA's briefing on the proposals is available to members as a Background Document.

4.3 Many of the proposals both in SSSFFA and the Bill assume that Councils will deliver services in partnership- whether through close collaboration with other services within the Council, with the NHS, with other Councils or with the community, voluntary and independent sectors. The chart at Appendix 2 sets out current structures for working on an inter-agency, sub-regional and regional basis.

4.4 Some issues will need a particular Denbighshire focus, however, perhaps because particular impetus is needed or there are particular opportunities. It is proposed that a Denbighshire Modernising Social Services Board, across Children's, Adults and Business Services, is established to oversee this work. There will be considerable common areas of work with those to modernise the council generally and the Chart at Appendix 2 illustrates this.

## **5 How does the decision contribute to the Corporate Priorities?**

The Council's efficiency strategy assumes that services will look to deliver services in different, more cost effective ways while not compromising quality. The aim is to continue to deliver good services for residents even though resources are reduced. This is a key objective for social services who are seeing demand for services increase significantly, especially due to an ageing population. The Modernising Social Services agenda is about managing demand in part through wider community and service engagement. This fits well also with the Council's priority of being "close to its community".

## **6. What will it cost and how will it affect other services?**

The attached presentation, and the WLGA briefing, raise significant issues about the WG's Impact Assessment of the proposed changes. The broad argument of the consultation document appears to be that the changes will be self funding as early intervention reduces need, or the intensity of need, at a later stage. However, while we have local evidence that new service models, based on early intervention (eg extra care, reablement, intensive family support), can be successful in reducing or delaying the level of service required, the idea that this strategy will lead to "sustainable" social services does remain an act of faith.

The new "people in need" related duties in the Bill relate to local government generally, not just social services. As such, it is likely that there will be additional demands on services such as Housing, Leisure, Customer Services, Transport, Countryside and Education to support the wellbeing of "people in need".

## **7 What consultations have been carried out?**

The Social Services (Wales) Bill consultation is currently out nationally and is being commented on through professional and sector bodies. The Management Teams of both Children's Services and Adult and Business Services in Denbighshire have discussed the legislative proposals and that for the establishment of a Board to drive work in Denbighshire. The Bill consultation document has been placed on the intranet to enable staff comments to be made. A presentation was made to SLT and a report proposing the establishment of the Modernising Social Services Board was discussed by the Corporate Executive Team (CET) on 14 May.

## **8. Chief Finance Officer Statement**

The Framework or Bill will have cost implications, however it is too early to quantify them at this stage. For example, the Bill suggests money can be transferred around the system to fund more preventative and wider-ranging well being services, but this is a theoretical view and not supported by any specifics. Also, other proposals such as the introduction of a national eligibility criteria, enhanced support to carers, work force registration and the extension of regulation all have the potential to increase costs. Whether these potential extra costs can ever be recouped on a national basis through investment in preventative and other measures will remain a key question. The impact on local authorities in terms of finance and service delivery is likely to be significant.

## **9. What risks are there and is there anything we can do to reduce them?**

The main risks at this stage relate to

- resources to deliver- as set in paragraph 6. It will be important to continue to press WG for adequate recognition of this.
- governance. The Bill proposes a complex set of national, regional and local relationships to ensure delivery. Clarity and understanding of how these will work, respecting local democratic decision-making, will be essential
- dealing locally with the scale of the agenda. SSSFFA and the Bill set out a major change agenda at a time when services are profoundly challenged to meet day to day demands. This will require careful planning and phasing of work using project management disciplines.

## **10. Power to make the Decision**

Article 6.3 Denbighshire County Council Constitution

s2 Local Government Act 2000 - the Council has power to do anything which it considers likely to achieve the promotion or improvement of the social well being of the area

**11. Contact Officer**

Corporate Director: Modernisation and Wellbeing  
Tel: 01824 706149



# Modernising Social Services- the package

Sustainable Social Services- a  
Framework for Action (2011) and the  
Social Services (Wales) Bill 2012

# Sustainable Social Services: A Framework for Action: background

- No Social Services White Paper since 1999
- Social Services is big business and growing- 11.5 million hours of home care delivered each year; 70,000 staff, £1.4bn net expenditure by LAs in Wales
- In general, notable story of improvement over last 10 years in: profile, leadership, range of services, innovation, collaboration, workforce competence and confidence, measures of user satisfaction (eg evidenced in Chief Inspector reports)

# Challenges

- BUT in general (not necessarily in Denbighshire)
- Higher spend/head than in England
- Balance of care shift from institutional to community based slower
- Variability in quality
- Service delivery model has been national strategic framework driven locally- not fast enough?

# Challenges continued

- PLUS changing social context
  - families
  - communities
  - voice and control
  - rights
  - fragmentation

And DEMOGRAPHY, demand and resources,  
inconsistency = UNSUSTAINABILITY

# Sustainable Social Services: a Framework for Action

- Agreed by WG Cabinet- high profile collective commitment reflected in “A Programme for Government”
- Consistent with strategic direction for public services in Wales

# Some new “gamechanging” principles

- A strong voice and real control for service users. Co-production, service user led services, social enterprises
- Mutuality- social services is about us, not them and is not a safety net service
- Recovery, restoration and reablement- children and families as well as adults
- Simplicity- being able to find out about getting help in the most straightforward way possible
- *Good principles. Will they deliver sustainability? Significant act of faith*

# What will be different? (1)

- “New accord” between national, regional and local (Simpson/Compact context)
- New structures- National Partnership Forum, National Leadership Group, driving progress nationally and via regional collaboratives. Risk of democratic deficit
- “Local government” action plan required- 1<sup>st</sup> iteration by March 2012, detailed and costed by October 2012 (via WLGA/ADSS)

# What will be different (2)

- Major emphasis on collaboration- Directors across more than one area, regional footprint
- Integration within local government
- Major profile for integrated multi-sector delivery- frail older people, families with complex needs
- National Outcomes Framework and standards for social services
- Citizen centred services- getting it right first time, “personalisation”
- *Obvious links to Denbighshire priorities- customer experience, closer to the community*



# What will be different (3)

- Simpler access to information- integrated information and advice services
- National eligibility framework and portable assessment of need for adult social care
- Realising the potential of technology; easier cross agency sharing of personal information
- *Strong synergy with generic “modernisation” agenda*

# What will be different (4)

- Full ownership of safeguarding delivered by all partners
- More robust statutory framework for adult protection
- 22 Local Safeguarding Children Boards not sustainable- “public service footprint” preferred
- Changes to role of regulation, inspection and workforce development bodies

# Social Services (Wales) Bill

- The aspects of SSSFFA where primary legislation is required; consolidation of legislation; distinctive Welsh context
- “for the first time, a coherent Welsh legal framework for social services that is based on principles we hold dear in Wales. It will ensure a strong voice and real control for people, of whatever age, enabling them to maximise their wellbeing. It will set the legal framework and infrastructure to transform services to meet changing social expectations and changing demography”
- (12<sup>th</sup> July 2011- First Minister’s announcement on the Welsh Government’s legislative programme 2011/16)

# What is in the Bill?

- The Bill is made up of six main areas:
- 1- Maintaining and enhancing the wellbeing of people in need
- 2- A stronger voice and real control
- 3- Strong national direction and local accountability for delivery
- 4- Safeguarding and protection
- 5- Regulation and inspection
- 6- Services (Adoption and Transitions for Disabled Children and Young People)

Social Services is/remains key local government function

# Maintaining and enhancing the wellbeing of people in need

- Introduces a general duty on both local government (not just social services) and the NHS to maintain and enhance the wellbeing of “people in need” in their families and communities
- New legal definition. Pros/cons
- Local “people in need” needs assessments will be required
- Duty to encourage and publicise a suitable range of services to meet needs
- Supports the delivery of services to people of all ages- “age blind” concept

# Implications

- Intentions clear and laudable
- Name is misleading- it should really be the Health, Social Care and Wellbeing Bill?
- Do we need this in legislation in light of general wellbeing power in LG Act 2000?
- Does age blind work?
- Risks pulling people into services
- No costing- bland impact assessment throughout assumes costs of early intervention will be offset by savings in escalation of need.  
Discuss

# A stronger voice and real control (1)

- New duties to promote access to services (including to self funders)
  - Duty to publish information and provide advice and assistance
  - Come together with other local authorities and work with other advice agencies where that assists in efficient delivery
  - Other statutory bodies eg NHS will have duty to co-operate
  - Welsh Language as a care need

# Implications

- Welcome- people do find it hard to navigate what's available
- How to develop this linking to corporate infrastructure eg website, Customer Services Team and First Contact
- Plus Single Point of Access with the NHS and Family Information Service
- Impact assessment costs- same point as above



# Stronger voice (2)

- National eligibility framework
- Statutory right to assessment- integrated assessment across all ages- adults and children, right to be consulted, proportionate approach, duties on key partners to contribute
- Portability
- Streamlining of care and support planning

# Implications

- National eligibility framework could/will reduce local discretion- cost impact?
- Designed to deal with perceived inconsistencies/”postcode lottery”
- Risks being process heavy. Preoccupation with assessment rather than effective delivery? IT systems will need to be developed to match
- Portability is complex right eg cross border issues. Service provision to meet assessed need will not necessarily be identical

# A stronger voice and real control (3)

- Rights of carers- consolidation of rights
- Single definition
- Additional groups of carers (may) be included
- Duty on local authorities to publish information on carers' rights and the services offered to carers in their local area
- Implications: Single definition might negatively impact young carers. Implications for Education and NHS

# A stronger voice and real control (4)

- Direct Payments/personalisation- separate consultation due
- Extension of range of services for which a Direct Payment can be paid
- Cornerstone of Welsh co-production model
- Implications: modest use of DPs in Denbighsbire compared with some authorities- development area. Different issues/implications for adult/children's services

# Strong national direction and local accountability

- Review of social services complaints- greater alignment with general public sector process or NHS process, extension of PSOW scope
- Outcomes Frameworks, standards and PIs- needs legislation to do this? Outcome focus good; risk of becoming performance factory?
- Directors of Social Services- explicit power to share a Director across more than one LA; potential new competency areas (family focus)
- Collaboration in integrated services- more use of flexibility and pooled budgets. Ministerial power to direct integration. How will powers be used?

# Safeguarding and protection

- National Independent Safeguarding Board (QUANGO/ASPB type status)
- Safeguarding and Protection Boards x 6 (?)
- New legal framework for Adult Protection; closer links between adult and child protection
- Implications: how does governance work with one Regional Safeguarding Board and six accountable DoSS? Still room for manoeuvre in North Wales? Children/adults safeguarding-pause for thought

# Regulation and inspection (1)

- Further professionalisation of workforce. Workforce registration to be maintained and extended to new types of social care workers. Regulations to reserve certain occupations to those with specified qualifications. Care Council also to approve all courses for social care workers
- Service registration. Regime of regulation to reflect modernised services more flexibly. More streamlined process
- Onus of responsibility for meeting standards to be on providers- organisational governance and QA- requirements to report publicly against defined factors

# Regulation and inspection (2)

- Greater focus on financial viability of providers.
- Time limited registrations?
- Social work to be a service to be registered with the regulator. Registered manager will be required to be registered in the Care Council social work register
- More transparent information for the public about regulated services and providers
- *Welcome aspects. Burden shifted or reduced?*



# Services

- Establishment of a National Adoption service. *Fit with North Wales regional service?*
- Transitions for disabled children and young people- potential extension of duties to age 21 for those with complex needs and for appointment of personal advisor at age 17/18. *Good to smooth out eligibility issues but cost implications?*

# Process

- Consultation summary produced Summer 2012
- On Denbighshire Intranet. Scrutiny May.  
WLGGA/ADSS response obo local government
- Bill drafted taking into consideration consultation responses (summer 2012)
- Introduction of Bill to NAW (Autumn 2012)
- Scrutiny by NAW (Autumn 2012 – Spring 2013)
- Royal Assent (Summer 2013)
- Implementation including Regs and Code of Conduct (13/15)

# Denbighshire Modernising Social Services Board?

- Part of Modernising the Council- officer and member Board and not just SS?
- Essential it fits with local, regional and national work programmes
- Building on Adult Services CSSIW Inspection findings but focus across Adults and Children's Services
- Prioritising and delivering key development areas for Denbighshire eg joining up across adults and children's services, Direct Payments, embedding early intervention/reablement approaches, communities and wellbeing, information and advice, ECH Phase 3, co-production of day services/social enterprise models

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Modernising Social Services		Drivers							
<b>National Partnership Forum- Ministerially led</b>		<b>COMPACT 2</b>		<b>SUSTAINABLE SOCIAL SERVICES AND THE SOCIAL SERVICES (WALES) BILL</b>		<b>NEW COUNCIL – draft priorities</b>			
<b>Regional portfolio</b> Regional Leadership Board	<b>Sub-regional portfolio</b>	<i>Themes: efficiency, sustainability; recovery, restoration, reablement, early intervention- not retrenchment; communities and families; integration and collaboration; voice, control, co-production; simplification, information, transparency; professionalisation....national leadership and direction, local accountability</i>				<b>Efficiencies Programme</b>	<b>Customer experience</b>	<b>Modernising the Council</b>	<b>Community and Economic Development</b>
<b>Local focus: Denbighshire Modernising Social Services Board</b>									
Social Services and Health Programme Board and Regional Work Programme linked to SSSFFA and the Social Services (Wales Bill)	LSCB  Youth Justice  LSB/HSCWB /CYPP/CSP  Telecare	Accommodation	Personalisation	Communities and Wellbeing	Interfaces	Agreed programme	Eg personalization; info, advice and assistance, SPA/FIS, new complaints, eligibility	Eg use of offices/ buildings, electronic records,	Eg social enterprise, social care as growth sector, wellbeing of people in need, stability/development of social care market
Children’s Services: - FF/IFSS Board (proposed) - Adoption Service - Referrals project	Intermediate Care and Localities Board And SPA	Commissioning	Customer experience	Assets and IT	Workforce			Customer Insight, lean systems, flexible working, sickness absence	
Hub Management Board	EDT x ¾ authorities	Plus existing planning groups eg Carers Strategy Group							
Supporting People									
Contracts and fees work									
LD Partnership									
MH Measure									
?IT									

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**Report to:** Partnerships Scrutiny Committee

**Date of Meeting:** 31 May 2012

**Lead Officer:** Corporate Director: Modernisation and Wellbeing

**Report Author:** Service Manager: Quality and Systems Development

**Title:** Annual Council Report: Social Services 2011/2012

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## **1. What is the report about?**

- 1.1 Every Director of Social Services in Wales is required to produce an annual report which summarises their view of the effectiveness of the authority's social care services and priorities for improvement.
- 1.2 The Directors annual report for 2011/2012 is attached as Appendix 1. The report is intended to provide the public with an honest picture of services in Denbighshire and to demonstrate a clear understanding of the strengths and challenges faced.

## **2. What is the reason for making this report?**

- 2.1 To provide Scrutiny our self assessment of social care in Denbighshire and improvement priorities for 2012/2013.

## **3. What are the Recommendations?**

- 3.1 Scrutiny are asked to consider:
  - our self assessment of social care in Denbighshire
  - improvement priorities for 2012/2013
  - whether the draft report provides a simple and clear account of performance so the public can understand our strengths and areas for development.
- 3.2 The report will form an integral part of the Care and Social Services Inspectorate Wales (CSSIW) performance evaluation of Denbighshire Social Services. The evaluation also informs the Wales Audit Offices assessment of Denbighshire County Council as part of the annual improvement report.

#### **4. Report details.**

4.1 The Annual Council Reporting Framework (ACRF) has four components:

##### **❶ Self assessment and analysis of effectiveness**

4.2 A comprehensive Position Statement has been developed to provide a detailed self assessment of:

- the quality and effectiveness of services
- the organisation's capacity to improve and sustain improvement.

4.3 The Social Services Improvement Agency (SSIA) has developed a set of outcome statements to inform the self assessment process. The outcome statements reflect the journey of the service user and/or carer through the care pathway followed by an assessment of the 'organisational capacity'.

4.4 The detailed Position Statement contains our self assessment against the outcome statements. For each outcome statement there is analysis of our strengths and challenges which have helped inform our improvement priorities. The self assessment has been informed by the "White Paper" on the future of Social Services (Sustainable Social Services: a Framework for Action) and the Consultation Paper on the Social Services (Wales) Bill which set a substantial transformation agenda. For adult services the self assessment process has also been informed by the recent CSSIW inspection of adult social care.

4.5 The full Position Statement will be made available on the intranet.

##### **❷ Evidence trail**

4.6 A significant volume of evidence has been collected to demonstrate the analysis and judgements contained within the Position Statement. This information will be submitted to CSSIW who will also visit Denbighshire to carry out a small number of observational visits to gather evidence that our self assessment is in line with our operational practice.

##### **❸ Integration with business planning**

4.7 The improvement priorities we have identified through our self assessment have been integrated into our Service Business Plans. This approach ensures that the improvements identified in the annual report are mainstreamed into the authority's performance management framework and form part of the service challenge programme.

##### **❹ Publication of an annual report**

4.8 In line with the guidance that governs the ACRF process the annual report has been written for the public and draws on comments, quotes and case studies



that illustrate how service users and carers experience our services. We are required to publish the annual report by 31 July 2012.

### **Key messages and priorities from the ACRF process**

- 4.9 Our overall assessment is that Denbighshire Social Services continues to perform well, with a very committed work force that continues to deliver positive outcomes for people.
- 4.10 There is good evidence that we are:
- ✓ helping people to access the help they need, when they need it
  - ✓ supporting people to live independently in the community
  - ✓ supporting families to care for their children safely and to reduce the risk of family breakdown
  - ✓ safeguarding children and vulnerable adults
  - ✓ developing new and innovative services
  - ✓ working closely with other authorities and agencies to combine our effort
  - ✓ delivering an efficient, high quality and well managed service
- 4.11 The improvement priorities contained within the annual report recognise the need to continue to adapt and develop services to respond to the challenges of an ageing community and increasing numbers of children and adults with complex needs while simultaneously delivering efficiencies. Our assessment also recognises the need to strength our approach to quality assurance to ensure that our systems build on existing pockets of good practice to robustly assess service users experience and the outcomes that are being delivered.
- 4.12 Key features of our approach to proactively remodel, and develop new service patterns to improve local services, include:
- an ambitious programme to transform adult social care in Denbighshire with a focus on promoting independence so that people have greater choice and control over their lives
  - realigning the focus of Children's Services and the way in which services are planned and delivered as part of a continuum of care as children and families need for support and intervention changes
  - leading, and involvement in, high profile collaborations and partnerships across boundaries
- 4.13 To achieve this we will need to ensure that we manage change consistently well, ensuring that people who use social services, our staff and communities have the opportunity to shape the way change is taken forward. We recognise that some of the decisions will not be popular. However, the financial climate means that tough decisions can not be avoided. Our focus will be on making changes that deliver cost effective, sustainable services that ensure vulnerable people are protected and that people receive high quality services that provide dignity in care and good outcomes.

- 4.14 This agenda can not be delivered in isolation. The need for effective working across agencies is paramount to making sure that we deliver joined up, seamless services for the people of Denbighshire. This is particularly the case for services between Health and social care. We have positive working relationships with our Health colleagues in Betsi Cadwaladr University Health Board (BCU). However, creating a single Health Board for the whole of North Wales has, at times, meant that Health have not always been in a position to respond and deliver some partnership work at the pace we would wish to see. This is an area that we will continue to work through with Health especially as we further develop our locality approach to services for adults.
- 4.15 Partnership working is also central to developing integrated approaches to service delivery for children and families. We need to continue our work on establishing an appropriate interface with our partner agencies to ensure a collaborative response to meeting need. This includes effective early intervention and prevention services that underpin a targeted service response at a statutory level.

## **5. How does the decision contribute to the Corporate Priorities?**

- 5.1 Activity identified within the annual report has directly contributed to the delivery of the Responding to Demographic Change and Regeneration corporate programmes. Examples include:
- ✓ working with Leisure Services to promote and develop opportunities for older people to participate in physical activities. Examples include guided walks, free swimming and aqua aerobics, chair based exercise sessions provided to community groups, in Extra Care Housing and in our day centres
  - ✓ implementing an Intake and Reablement service that helped 2549 people in 2011/2012
  - ✓ supporting 425 older people to become new Telecare customers
  - ✓ opening a further Extra Care facility in Ruthin (Llys Awelon). This is the third Extra Care facility in Denbighshire and work is in progress for a fourth facility in Denbigh. The existing 3 facilities provide 139 older people with safe and secure tenancies in a living environment designed to maintain their independence
  - ✓ the mapping of vulnerable families, many of whom live in disadvantaged areas included within our regeneration projects, and the commissioning of early intervention services via Families First
  - ✓ developing training, volunteering and employment opportunities to 514 people as part of our New Work Connections project.
  - ✓ initiatives by our Welfare Rights Team make a real difference to people's independence, health and wellbeing (identified through evaluation questionnaires). Last year our Welfare Rights Partnership removed £17m in personal debts, generated increased income of £8m and moved 1,138 people out of poverty.

## **6. What will it cost and how will it affect other services?**

- 6.1 The actions identified within the report are aimed at delivering service improvements, improving outcomes and meeting local needs better within the context of achieving challenging financial efficiencies

## **7. What consultations have been carried out?**

- 7.1 It is acknowledged that consultation has been limited in the production of the self assessment and annual report. Feedback directly gained from service users and carers about our services as part of our existing quality assurance systems has been used to assess our performance.
- 7.2 We have drawn on findings of the positive CSSIW inspections in 2011/2012 including a fostering and adoption inspection, an inspection of adult services, and inspections of our residential Homes and in house provided services.
- 7.3 The former Lead Member for Health, Social Care & Wellbeing and the former Lead Member for Welsh Language, Children, Young People and Leisure have had an opportunity to comment on the draft document. Key scrutiny representatives from the previous Performance Scrutiny have also had an opportunity to contribute to the self assessment process.

## **8. Chief Finance Officer Statement**

- 8.1 While there are no immediate significant financial implications resulting from the annual report, it is crucial that any costs associated with implementing the actions are compatible with the medium term financial plan.

## **9. What risks are there and is there anything we can do to reduce them?**

- 9.1 Detailed risk registers have been developed for the Adult and Business Service and for the Children and Family Service. As the ACRF has been mainstreamed into the work of the Services the associated risks and actions to mitigate and manage them are captured in the risk register.

## **10. Power to make the Decision**

- 10.1 Section 3 of Local Government Act 1999 – Best Value duty to secure continuous improvement.
- 10.2 Section 7 of Local Authority Social Services Act 1970 – duty to secure continuous improvement of service delivery.
- 10.3 Local Government (Wales) Measure 2009 – duty to secure continuous improvement of service delivery.
- 10.4 Statutory Guidance on the Role and Accountabilities of the Director of Social Services issued under Section 7 of Local Authority Social Services Act 1970.

10.5 Article 6.3 of the Council's Constitution

**Contact Officer:**

Service Manager: Quality and Systems Development

Tel: 01824 706641

# Draft Annual Report 2011-12

Who we are  
What we do  
The difference we make



**Denbighshire County Council  
Social Services**

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If you would like to find out more about our services and how to access them, contact the First Contact Team. You can write or call in to see them at:

64 Brighton Road  
Rhyl  
LL18 3HN

County Hall  
Wynnstay Road  
Ruthin  
LL15 1YN

Phone 01824 712900  
Fax 01824 712888  
Text 07917 597993  
Email [firstcontactteam@denbighshire.gov.uk](mailto:firstcontactteam@denbighshire.gov.uk)  
Website [www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)

This document provides a summary of our annual self assessment. [Click here](#) if you want to read the full detailed assessment.

For a version of this leaflet in Braille or another language or format, [call free on 0800 243 980](#).

# Introduction

This is my annual report about social services in Denbighshire. The report looks at performance in 2011/2012 and sets out our priorities for 2012/2013. The report provides a detailed assessment of how effective services are for adults and children and families.

## How effective are our services?

My overall assessment is that Denbighshire Social Services continues to perform well. We have a very committed work force and I am pleased with their continued work to ensure that we can deliver positive outcomes for people.

Recent Welsh Government papers set an agenda to transform social care services in Wales. We have already started to deliver this agenda. Over the last 3 years we have made good progress in adapting and developing services to respond to the needs of an ageing community and increasing numbers of children and adults with complex needs. We recognise that there is more to do and the priorities we have set will continue to modernise our services.

Modernising our services will include some difficult decisions. In some instances this will involve changing the way we work and the way services are delivered. We will need to ensure that we manage change consistently well, ensuring that people who use social services, our staff and communities have the opportunity to shape the way change is taken forward.

We recognise that some of the decisions will not be popular. However, the financial climate means that tough decisions can not be avoided. Our focus will be on making changes that deliver cost effective and sustainable services. Central to this will be the need to ensure vulnerable people are protected and that people receive high quality services that provide people dignity in care and good outcomes.



**Sally Ellis**

Corporate Director for Demographics, Wellbeing and Planning

# Children & Family Services

## Supporting Children and Families

### What we are about

We aim to ensure vulnerable children:

- ✓ are safeguarded
- ✓ live with secure, stable loving families
- ✓ have opportunities for success, and
- ✓ are enabled to grow and develop into healthy, well rounded adults.

### The Services we provide

We recognise the importance of providing the right support to children and families at the right time. This involves working closely with other agencies to combine our effort so that we:

- help prevent problems arising
- respond early before problems escalate, and
- provide effective support when intensive help is needed from statutory services.

The services we provide include:

- information, advice and signposting people to help and support
- supporting families to care for their children safely and to reduce the risk of family breakdown
- helping children in need, children with disabilities and young carers
- supporting looked after children and care leavers
- providing stable, secure placements through fostering and adoption, and
- child protection to ensure vulnerable children are safe.



# Providing an effective and timely response

Every year families, professionals and the general public contact us with concerns about children and young people. In 2011/2012 we received 5150 of these contacts. It is not appropriate for social services to be involved in the majority of these cases. Often we have limited information about the families that are brought to our attention so we have developed systems to help ensure that we make informed decisions about the best way to respond. Twice a week we meet with teachers, health visitors, and the police to share information and concerns about children and families. At these meetings we agree what action is needed and who will take the lead. This approach helps to ensure that families who need help get early support from the most appropriate agency and that we (social services) are able to target who we work with. This way of working has also helped us to halve the number of children/young people who are referred to the Department more than once during the year. We are pleased that re-referrals went down from 39% in 2010/2011 to 20% in 2011/2012.

In 2012/2013 we will work with the Family Information Service to ensure families have access to information about the support they can access in their community and from statutory services.

## Supporting Families

During 2011/2012 we have improved the way we support families to care for their children safely and to reduce the risk of family breakdown.

We have started using an approach (Framework Analysis) which involves agencies working together to assess, plan and support children and families. Our approach is to place the family at the centre of making change to their lives. We ensure that the family are listened to and that we help them to build on their strengths, their resilience and their skills. The approach is known as putting a Team around the family.

### Case Study: Putting a Team Around the Family

Our ambition is to develop a good range of services that support children and young people as their needs change. In 2011 we worked with specialists (Cordis Bright), and our partners (including health, the voluntary sector and education) to identify vulnerable families whose needs are most likely to escalate. In all 723 families were identified. Common themes that emerged in the lives of these families included:

- no resident parent in work
- a low household income (less than £297 per week)
- signs of inappropriate or inconsistent parenting
- evidence that a child displays challenging behaviour
- family lives in temporary, overcrowded or poor quality accommodation
- family cannot afford certain food or clothing items
- evidence of substance misuse, and
- evidence of domestic violence.

Whilst a combination of these factors are often present in families who are vulnerable, or at risk of vulnerability, it is important to remember that the factors are only indicators. It does not always follow that a family will be vulnerable if one or more of the indicators are present.

This research has given us a good understanding of the needs of vulnerable families and has helped inform:

- how agencies can work together to target help and support to families before their problems escalate
- guidance on the families we help through our Team Around the Family initiative, and
- the type of services we will develop and commission to support families.

Currently we have a range of support services for families in need, examples include:

- support to help a family manage their household e.g. by developing parents skills to manage their finances
- therapeutic support to children and parents, and
- individual and family parenting programmes

However, these services do not always join up in a way that provide families a smooth transition in and out of services as their needs change. We have developed an action plan to grow and develop our range of intensive family support services. This is part of a wider multi-agency approach to family support that we will continue to develop over the next 2-3 years.

# Helping children in need

## Children with disabilities

Services for children with disabilities focus on maximising their development and wellbeing and supporting them to live within their community. In our last annual report we highlighted the work we had planned with Health on a project to develop an integrated disability service at Hyfrydle in Denbigh. There have been delays in this project which means that we have not yet fully joined up our services. This is disappointing but we are confident that our Health colleagues will ensure that the project is delivered this autumn. Positively the lease for the building has been signed and development work has commenced.

A key focus of supporting young people in transition to adulthood is to provide effective planning to make sure that their future needs are identified and that seamless and appropriate services are put in place. This is an area where we do well. However, we recognise that there is a cohort of young people receiving direct support from the Children and Family Services who will not be eligible for support from adult services as they get older. We have set up a key worker service to work with partner agencies to identify support that may be available for this group of people

## Young carers

We are working with the North Wales Carers Strategic Group to develop a Regional Carers Strategy. We have committed to working across North Wales to develop a regional young carers service for 2013/14.

# Looked after children and care leavers

Looked after children are children and young people who are in the care of the local authority because of a care order made by the court or by agreement with their parent(s). Often these children are referred to as being 'in care'. Over the last 3 years the number of looked after children in Denbighshire grew. The number of looked after children has now stabilised although children are still coming into care and we are finding that they are staying in care for longer (this is discussed later in the report). In Denbighshire there were 165 looked after children on the 31<sup>st</sup> March 2012.

The Council acts as a 'corporate parent' for looked after children to make sure their health and well-being is promoted, that they take full advantage of opportunities and reach their full potential. We are proud of the work we have undertaken in 2011/12 to be good 'corporate parents'. Being a corporate parent includes making sure that looked after children attend school, visit the dentist and have health immunisations. We have performed well in these areas.

One of our developing strengths is the attention we give to ensuring that children and young people are involved in their care arrangements. We aim to ensure that young people are a key part of any decisions and arrangements for their future and to ensure that they are supported to become as independent as possible.

"I would like to thank my Social Worker for her time, appreciated the relationship they had developed and how she was able to challenge me to consider new possibilities and actions in difficult areas of my life"

*Service User (Court practice group)*

We have a range of approaches to collecting feedback children and young people which includes individual care planning and reviewing arrangements through to general surveys, exit questionnaires and planned events such as a Looked After Children Awards and Celebration Event. We are proud that all children and young people have access to an independent advocate.

Whilst we have some excellent examples of individual service user engagement and involvement in determining how their needs will be met we need to get better at pulling this information together to develop a more comprehensive picture of common themes/ issues that arise. We also need to develop our approaches to engaging and involving service users in service design and development. In response the revised Quality Assurance Framework (2012-2014) has placed a stronger emphasis on service user engagement and a number of improvement activities have been identified.

We have strengthened the way we support care leavers by setting up two new practice groups. Practice groups are how we organise our staff into areas of work. One practice group supports looked after children and the other focussing solely on care leavers. There is seamless planning and co-working between the two areas. We buy a Personal Advisor service from Barnardo's to help care leavers. As part of our ongoing commissioning arrangements we will be reviewing the type of service we need to ensure we can best meets the needs of care leavers.

# Fostering and adoption

We have a dedicated in-house Fostering Service that is responsible for making sure we have suitable foster carers. This includes ensuring people are trained and supported to provide positive and stable placements for looked after children and young people

We have worked hard to maintain an appropriately staffed fostering service which offers dedicated support to foster carers and a comprehensive training programme. This has helped ensure that there has been good placement stability for looked after children. However, as children are tending to remain in foster care longer at a time when children continue to come into care, we are experiencing challenges in responding to the varying and differing ages and needs of children and young people. Through our Foster Care Forum foster carers have told us that our current training for foster carers needs to change. In response we will review the foster carer training programme and develop bespoke training and support packages for longstanding foster cares and kinship carers (carers who are relatives of the young people they look after). We have had a successful annual fostering inspection with no formal requirements for improvement/ compliance.

We have worked closely with the North Wales Adoption Service which has focussed on providing a steady supply of approved adopters. The service has recruited dedicated staff to focus solely on the assessment of adopters. There is now a rolling training programme for prospective adopters, established, effective and targeted promotional material and an increased number of assessments being presented to panels. We have also established a joint adoption panel with Conwy. However, even with this effort and focus progress has been restricted due to a national shortage of prospective adopters. This coupled with prolonged care proceedings means that children have not been moving on quickly to permanent placements.

# Safeguarding and Child Protection

One of Social Services' key responsibilities is to protect children from harm and take action to protect any child who is found to have suffered abuse, or whose welfare is likely to suffer without further intervention or services. We try to do this in partnership with families, and where appropriate, keep children in their own homes.

Our assessment is that we have efficient and well developed systems in place to keep vulnerable children and young people safe. We ensure that our processes for dealing with child protection are followed in a timely manner and we work well with other agencies to safeguard children. We have a well established joint Conwy and Denbighshire Local Safeguarding Children's Board which makes sure that there is a consistent approach to safeguarding and child protection across all key agencies. The authority's Estyn inspection of Education was positive about the safeguarding work undertaken in the authority. We have also provided a comprehensive range of child protection training across the social care sector with 121 receiving child protection training during the year.

In 2012/13 we need to ensure we consult more effectively with children who have been subject to the child protection process in order to better understand the impact (positive/ negative) it has had on their safety.

## How does our performance compare?

<b>Strengths</b>	<b>Challenges</b>
<ul style="list-style-type: none"> <li>• making a decision on referrals within one working day</li> <li>• the percentage of referrals which are repeat referrals</li> <li>• a high percentage of initial assessments are completed by qualified social workers</li> <li>• completing initial assessments within 7 working days</li> <li>• ensuring that the child is seen as part of the initial assessment</li> <li>• undertaking initial child protection conferences within 15 working days of the strategy discussion</li> <li>• child protection and looked after reviews are carried out within the statutory timescales</li> <li>• open cases are allocated to qualified social workers</li> </ul>	<ul style="list-style-type: none"> <li>• completing core assessments within 35 working days</li> <li>• ensuring that children do not experience changes of school unless it is due to transitional arrangements</li> <li>• undertaking statutory visits to looked after children in accordance with regulations</li> <li>• ensuring plans for permanence for looked after children are in place at the point of their second review</li> <li>• child in need reviews are carried out within the statutory timescales</li> </ul>

Strengths (contd.)	Challenges (contd.)
<ul style="list-style-type: none"> <li>• placing looked after children in appropriate placements so that they do not experience unnecessary placement moves</li> <li>• supporting children and young people to ensure attendance in school whilst being looked after</li> <li>• ensuring looked after children and young people are not permanently excluded from school</li> <li>• maintaining contact with young people aged 19 who were in care on their 16<sup>th</sup> birthday</li> </ul>	

## Delivering an efficient, high quality and well managed service

Over the last year we have achieved a great deal with the commitment of an experienced and established workforce. We have successfully implemented a major restructure of our Service in 2011 that supports and promotes good quality social work practice. Information about how we our managing our service can be found in our full assessment (a link to this document in on page 2).

# Looking forward—our top priorities for 2012-13

The pace of change within Children’s Services continues to be fast, diverse, and demanding. We must manage this pace within a challenging and testing economic environment in which significant long term efficiency savings must be made. Our focus will be how we improve outcomes for children and young people whilst delivering efficiencies.

We have set priorities for the next 3 years. The information below sets out the main focus of our energies in 2012/13 to deliver the 3 year priorities:

Priority	We will
<p><b>Vulnerable families provide stability and safe care for children</b></p>	<ul style="list-style-type: none"> <li>• implement the Family Support Strategy that will clearly set out the range of support services that will be delivered to families by the Children and Family Service.</li> <li>• develop the approaches and processes for</li> <li>• delivering family support services in line with partner agencies and the Families First programme of early intervention. Linked to this is the roll-out of a new Joint Assessment Family Framework (JAFF) which is a new approach to working with families to collectively assess and identify need and the support required.</li> <li>• implement a new approach (Framework for Analysis) to working with partner agencies in the assessment of the needs of families and the planning, delivery and reviewing of services to meet those needs (Framework for Analysis).</li> </ul>
<p><b>Looked after children are provided with permanent, stable, secure and loving families and become independent adults</b></p>	<ul style="list-style-type: none"> <li>• explore the options to develop a new training programme for experienced foster carers and carers looking after family members so that they can develop the skills to help support children and young people with a range of complex needs, and</li> <li>• undertake an evaluation of Bryn y Wal children’s home and look at options for how we use the budget for this service to meet the future needs of children and young people who are looked after.</li> </ul>



<b>Priority</b>	<b>We Will</b>
<b>Vulnerable children are protected</b>	<ul style="list-style-type: none"> <li>• review the range of multi-agency panels that work to support vulnerable children/young people and families and reduce the number of these panels to ensure maximum involvement of all professionals,</li> <li>• work together with our partner agencies to develop an agreed programme to respond to the impact of domestic abuse on children</li> <li>• develop consultation approaches that enable us to learn from the experiences of families who are subject to Child Protection process</li> </ul>
<b>Children with complex additional needs are enabled to live stable, secure and inclusive family lives</b>	<ul style="list-style-type: none"> <li>• review delivery of services to children and young people with additional needs to make sure the service is able to respond to their needs effectively.</li> </ul>
<b>The Children and Family service is efficient, of high quality and well managed</b>	<ul style="list-style-type: none"> <li>• improve the way in which we use our information and intelligence to inform service development and delivery.</li> </ul>

## Supporting Adults

### What we are about

We aim to support people to live as independently as possible. For most people this means working with them so that they can continue to live in their own home.

### The services we provide

The type of service we offer depends on a person's needs. Depending on their situation we could offer someone:

- information and advice
- advice about benefits and how to claim them
- signposting to services available in their community
- support that helps people to regain or develop their skills and confidence to take care of themselves
- special equipment and home adaptations
- care and/or support in a person's home
- short breaks
- day services
- care in a residential or nursing home for people with specific high level care needs

Click [here](#) for more information about the services we provide.

# A year of change

During 2011/12 we delivered an ambitious programme to transform adult social care in Denbighshire. We put a new structure in place which had 2 key features.

A new Intake and Reablement Service which:

- ◆ makes it easier for people to access our services
- ◆ enables us to provide a timely response when people seek help, and
- ◆ focuses on how we can maximise peoples independence.

Services delivered through locality offices which:

- ◆ bring a stronger link between our services and the communities they serve
- ◆ enable agencies to work together to jointly assess and support people, and
- ◆ promote health, well-being and independence in towns and communities.

The emphasis of the new structure is on prevention and early intervention, whilst recognising that an ageing population will have complex, long term care needs that require responsive support tailored to individual needs.

We have carried out a review of our new structure gathering the views of staff, partner agencies and most importantly some of the people who have received our services. The outcome of the review showed that:

- ◆ we treat people with dignity and respect
- ◆ people felt that our services are reliable, and
- ◆ overall we are easy to contact (but there is room for improvement).

One person told us:

“I am grateful for the prompt service received and the kind and caring attitude of the staff as I find it difficult to be in the company of strangers.”

The review highlighted that we need to ensure that service users and their carers know who to speak regarding their care. 25% of users who responded to were unclear about who they needed to speak to if they had any queries. We have started work to make sure that people are clear about who is responsible for their care. We are also looking at what information is given to people once our input has ended.

## **Providing an effective and timely response**

Our First Contact Team provides a single point of access to our services. They carry out initial screening to identify what needs the individual might have and refer them to the appropriate team or relevant external agencies. Last year our First Contact Team provided advice, information and support to over 6000 people.

In 2011/12 we developed the input of social work staff and occupational therapists into initial screening processes. We believe that this approach has improved signposting, assisting people to access information/advice and low level support in their own communities and improved the quality of information for referrals to practitioners in the longer term teams. In 2012/2013 we will be developing standards for our First Contact service that will help us better understand how effective the service is and the difference it is making.

We are pleased that we have been selected as a pilot to develop a single point of access to social and health care services. This will seek to remove the need for a service user or their carer to make contact with a range of agencies when in need of support. Health and third sector colleagues were an integral part of the development bid which secured financial support from the Social Services Improvement Agency for initial development costs. This is an exciting opportunity and we look forward to reporting our progress at the end of 2012/2013.

Click [here](#) to find out how you can contact social services.

## **Promoting independence**

We have developed our services to provide a stronger focus on supporting people to maintain their independence. These services are rapidly becoming the first line approach to service provision. Reablement and telecare are good examples of the work we have undertaken to promote people's independence.

# Reablement

Reablement is short-term support which is designed to develop people's confidence to manage as many tasks as possible on their own rather than having other people do things for them.

Last year our Intake and Reablement Service has assisted 2549 people to retain their independence by delivering short term intensive support. 69% of people no longer needed a package of care after short term support.

We were pleased that an evaluation showed that our approach to reablement is working. A survey completed by people who have received reablement showed that at the end of the reablement service:

- ✓ 76% of people stated they had more confidence
- ✓ 47% said the service had helped improve their privacy, and
- ✓ 49% said it had improved their dignity.

When we went back to people 3 months after they had received a reablement service we found that:

- ✓ 62% of people felt their confidence had improved further
- ✓ 25% said it had remained the same, and
- \* 7% of people felt their confidence deteriorated.

Click [here](#) for more information about reablement in Denbighshire.

# Telecare

Our Community Equipment Service (CESI), which is a formal partnership with the Betsi Cadwaladr University Health Board (BCU), provides and manages a wide range of equipment from hoists to Telecare to help people live independently within the community.

Telecare is a range of equipment that uses sensors and an alarm system which is plugged into the telephone socket. This alerts a carer or a response centre when a person needs help or something has been detected such as gas or smoke. 1300 people are now provided with Telecare in Denbighshire with 450 new installations in the past year.

The CESI service provides a quick response with 83% of equipment delivered within 5 working days. Positively 82% of equipment is recycled meaning that it is put back for use in the community.

Click [here](#) for more information about telecare in Denbighshire.

### **Ellen's Story**

Ellen had been in hospital for 7 months. Although she was ready to be discharged from hospital her property was unsuitable.

We arranged temporary accommodation and a reablement care package to enable her to leave hospital. The social work and OT (Occupational Therapist) then worked together with Housing and Ellen to find a property that was suitable to meet her needs.

Ellen is now living independently in the community of her choice. She is independent with personal care tasks and is managing all food and drink preparation. Ellen's family and friends support her with shopping. Ellen has managed to walk to the local bus stop to use local transport into town on a couple of occasions.

## **Improving services by moving to a locality approach**

We have developed a locality approach to working with people who have more complex long term needs. A key feature of locality working is the way agencies working closely to provide better co-ordinated services as well as strengthening the links with the communities we serve.

To support people with chronic conditions to be as independent as possible, we are working with Health colleagues and aiming to have 4 trained Health and Social Care Support Workers deployed within Locality Teams with the ability to work to a range of professionals and in particular District Nurses, Social Workers and Occupational Therapists. This has worked well at Hafan Lles. Hafan Lles is our locality in Prestatyn where social services staff are located in council offices with Health colleagues.

Unfortunately we have not yet been able to collocate Social Services and Health staff in our other localities (Rhyl, Denbigh and Ruthin). Health are committed to locality working but have found it hard to find suitable accommodation. Staff members in both Social Services and Health have expressed concern that delays in finding suitable accommodation is proving a barrier to integrated working. We will continue to work with Health to try and find a way forward but this will be difficult as neither organisation has specific funding for this development.

## Modernising our services

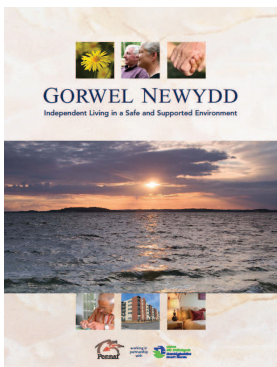
We need to ensure that we continue to develop modern services to respond to the changing needs of people in Denbighshire and financial pressures. Our focus will be on supporting more people to be independent, ensuring that there are good quality services that promote dignity in care and reducing costs. We will need to ensure that our quality assurance framework is fully embedded to ensure that we have a better understanding of the quality of services in Denbighshire. We also need to develop our systems to provide a deeper understanding of service users and carer experience and where they feel improvements need to be made, we have some good examples.

Over the coming year we will need to make some difficult decisions about the services we provide and the way we provide them. We will need to ensure that services provide good outcomes for vulnerable people with eligible social care needs. This will include remodelling day services and reviewing the provision of meals on wheels. We will also adopt new approaches and ways of working with the 3<sup>rd</sup> sector (voluntary organisations), independent providers, community councils, statutory partners and other local authority colleagues.

As a nation we have an ageing population. This is particularly true in Denbighshire where the proportion of older people in continues to increase. Denbighshire has one of the highest proportions of older people in Wales. By 2015 people over the age of 90 will have increased by 40% since 2009. With an ever-ageing population we are seeing increasing levels of physical and mental frailty.

In response we have strengthened our services for older people with mental health problems (EMH). We have commissioned the provision of day activities for people with EMH as part of our support for carers. These approaches move away from traditional models of EMH day care and aim to break down barriers of isolation by providing services in places such as Extra Care Housing where people can form friendships and support networks.

We are proud of how we have developed Extra Care in Denbighshire. We have established schemes in Rhyl and Prestatyn and a further scheme opened in Ruthin last year. The Ruthin scheme remodelled our existing in house Care Home (Awelon) and we have commitment to build an Extra Care Scheme in Denbigh. There is a clear need for more Extra Care facilities in Denbighshire but funding the development of a further phase is challenging.



Click [here](#) for information about Extra Care Housing in Denbighshire.

We have worked well with Leisure Services to promote and develop opportunities for older people to participate in physical activities. Examples include guided walks, free swimming and aqua aerobics and chair based exercise sessions provided to community groups, in Extra Care Housing and in our day centres.

Over 100 people enrolled for chair based activities with the average age being between 80 – 90 yrs. One Extra Care group now feel that once a week session is not enough and are now trialling twice a week session with two residents leading the group. People have told us:

“I look forward to the Monday session as I feel that it sets me up for the week.”

“I feel that I am walking better and not dragging my feet.”

### **Jean’s Story**

Jean has attended your chair based exercise group at Nant-Y-Mor and can't praise the group enough. She has gained more movement in her arm since doing the exercises. There has been a marked improvement in her arm since her injury, she did have Physio following the removal of her plaster, but this stopped after so many weeks, leaving her with very limited movement. This exercise group has not only given her the motivation to carry on these exercises at home, but to meet others.



## Cath's Story

Cath is a 72 year old lady who suffered a stroke which left her with complex needs. In the beginning it seemed unlikely that Cath and her husband (her main carer) would be able to cope if Cath returned home.

Cath's husband had a carers assessment and a care package was put into place to help support him in his caring role. More suitable accommodation to meet Cath's needs was found and adaptations were made. Her husband was given in depth training in correct moving and Handling techniques to enable him to maintain his own and his wife's safety in transfers and daily living.

Cath was offered and accepted day care and her husband was given an advocate to assist with financial matters and correspondence.

Following detailed work by a social workers and OT Cath's husband was able to manage his role as main carer and both are managing independent living in the community.

Click [here](#) for more information about the Carers Emergency Card Scheme.

## Communities

We have a range of services that have been developed to build networks and support to help people live in their community without reliance on statutory social care services.

The New Work Connections (NWC) project supports people over the age of 16 who, through a range of disadvantages, are economically inactive or unemployed.

The number of people with a learning disability also continues to increase. Since 2008/2009 we have seen a 15% increase in the number of people needing a service (241 people in 10/11 rising to 378 including 47 people aged 65+ in 11/12). There are also pressures from the high cost of young people with complex disabilities reaching adulthood.

Last year we started work to develop Intensive Supported Independent Living accommodation in Henllan which will support 8 people with learning disabilities, 2 physically disabled people and 2 people with autism to live in the community. Whilst there have been delays in delivering the scheme we are on track for a summer opening and funding arrangements between Health and ourselves have been agreed.

In addition two new housing schemes providing low level supported housing, one for 5 adults the other for 3 adults with learning disabilities have been developed since September 2011. These developments involved close and detailed consultation processes with local residents and both schemes have been very successful.

Click [here](#) to find out more about Community Living Schemes that support people with a learning disability to live in the community.

## Supporting Carers

We value the role that carers have and appreciate this can be a challenging and demanding role. We are very committed to improving and developing support and services for carers, and are providing more services to carers than ever before. Over recent years there have been significant improvements to the service, including the appointment of a Carers' Commissioning Officer, the development of a Carers' Strategy, a dedicated Carer Assessors service, Carers Emergency Card Scheme, EMH Carer Support, Healthy Carers Worker post, and a dedicated webpage. However, we recognise that there is more to do to ensure that carers forms a central part of our assessment processes. We will provide refresher training for our staff on our carers' assessments and services to support carers in Denbighshire.

The main group of people we work with are people who have social care needs and we believe that help with pursuing training and/or employment can often help to transform people's lives and reduce dependency on health and social care services. A valuable part of our work is supporting people with a physical disability or sensory impairment to improve their range of skills, qualifications and work experience through a range of activities. During the year we supported 514 people. 332 people achieved a range of identified positive outcomes. In addition to these, 30 participants have entered education and training, 32 have entered volunteering and 17 have entered employment. Now that training services, which had to be procured, and the full staffing complement for the project is in place, we are aiming to help more people in 2012/2013.

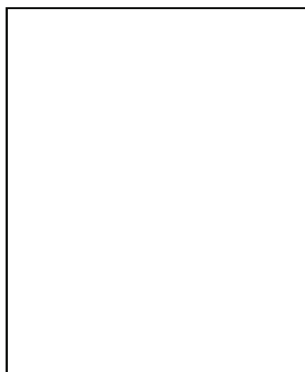
We have worked closely with communities to develop a range of community initiatives that include Passion for Life, Dignity in Care and Telebuddy services and My Life My Way groups, which is a mentoring scheme where older people support young disadvantaged people.

Our Supporting People strategy has been very successful in providing a range of options for people to have supported accommodation in the community.

Click [here](#) for information about the type of support provided through Supporting People and how you can ask for help.

Evaluation questionnaires demonstrate that our Welfare Rights Team makes a real difference to people's independence, health and wellbeing. Last year our Welfare Rights Partnership removed £17m in personal debts, generated increased income of £8m and moved approximately 1,138 people out of poverty. Helping more people out of poverty will be a challenge in 2012/20123 within the context of the Welfare Reform Bill and the current recession which will make it more difficult for people to find an employment with tax credits route out of poverty and disability benefits will become increasingly more difficult to claim or renew.

Click [here](#) for an annual report on the work of the Welfare Rights Team.



# Partnerships

Many of our services are carried out in partnership with a range of statutory and third sector organisations.

We have been successful in developing new services in partnership with the third sector. For example, an advocacy project for older people, Gofal (a project launched this year that won award for the British Red Cross) and Telebuddies which is a service where volunteers phone people who may feel lonely or isolated to make sure they are okay. We have also developed a new Compact agreement and Code of Funding Practice with the third sector. Four volunteers aged 70+ have become accredited trainers for the Dignity in Care training programme for front line staff.

We are currently piloting Community Information Points in 3 rural areas with Town & Community Councillors helping to bridge the gap between local communities and those agencies able to offer help and support.

Following the planned closure of the base in Llangollen, there are now two Community Mental Health Teams (CMHTs) providing services to Denbighshire, one team in the North (Hafod) and the other team in mid Denbighshire (Tim Dyffryn Clwyd) covering mid and south Denbighshire.

These teams (which are a partnership of social care and health colleagues) aim to provide holistic assessment and interventions based on identified needs. Interventions are based on the recovery model and enable service users to be as independent as possible. In 2012/2013 we will work with health to implement the New Mental Health measures.

Whilst we have engaged fully with BCU at a local level, Health's North Wales agenda presents some challenges. Health want to see greater consistency across North Wales and standard approaches. This is understandable but in some cases we may want to develop and deliver services in different ways to respond to different communities across Denbighshire. We will need to continue to work with Health to manage this agenda.

We have some excellent relationships with Health. However, the large restructure that has taken place across Health in North Wales has meant that Health have not always been well placed to respond as quickly as we would want. Health have been working hard on bringing together their structure and we look forward to working positive working on delivering good outcomes for people.

We commission good quality services from independent providers including the Multiple Sclerosis Society and North Wales Deaf Association and we work well with other organisations to provide services, for example Vision Support to deliver our service to people with visual impairment and those who are deaf-blind; and Care and Repair who assist vulnerable people with their housing needs including adaptations to support independence and safety.

## Safeguarding

We have effective systems in place to make sure that vulnerable people are safeguarding. We work well with other agencies and 318 people from across the social care workforce attended POVA (protection of Vulnerable Adults) training. We have posters that explain the types of abuse a vulnerable person may suffer and who can be contacted by anyone who has concerns.

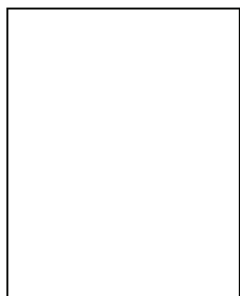
We need to make sure that there is a consistent understanding and application of the Mental Capacity Act, Deprivation of Liberty Safeguards (DOLS) and the concept of 'Best Interest' where people can make decisions about another person in certain situations. We will deliver specific refresher training for staff around the Mental Capacity Act. Through a complaint we have learnt lessons about how we can improve the way we involve and inform families about POVA cases, and the need for us to provide greater clarity about our decision making in strategy meeting minutes.

Click [here](#) for information about the kinds of abuse vulnerable adults may suffer, and contact details for anyone with concerns about the welfare of a vulnerable adult.

Click [here](#) for information about how vulnerable adults can protect themselves against financial abuse, and what to do if they feel they are being abused.

# How are we performing

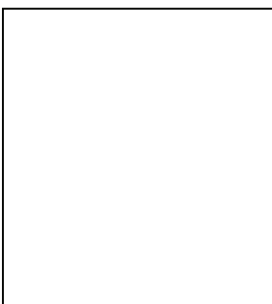
Last year our services were inspected as part of a planned inspection of an adult social care by the Care Standards Inspectorate for Wales (CSSIW). The inspection provides an important independent evaluation of services that we provide. We were pleased with the outcome of the inspection which concluded xxxxxxxx – highlights to be included once final report is received.



Follow this link to see the inspection report (assuming this will be public by the time the ACRF is published).

During our restructuring process we maintained “business as usual” and sustained performance against our statutory PI’s. Our assessment of our strengths and challenges is as follows:

<b>Strengths</b>	<b>Challenges</b>
<p>Our analysis is that we perform above the Welsh average for the following performance indicators:</p> <ul style="list-style-type: none"><li>✓ Managing or removing risk in POVA cases.</li><li>✓ The rate of older people supported in the community.</li><li>✓ Ensuring that care packages are reviewed.</li><li>✓ Ensuring a low number of delayed transfer of care.</li><li>✓ Providing carers with a service following an assessment.</li></ul>	<ul style="list-style-type: none"><li>➤ The rate of older people supported in care homes.</li><li>➤ The percentage of carers who were offered an assessment or review of their needs in their own right.</li><li>➤ The percentage of carers who had an assessment or review of their needs in their own right.</li><li>➤ We recognise that there is still an insufficient take up of Direct Payments in particular by older people. We need to improve this and work with staff to understand and break down the barriers that prevent people taking up a Direct Payment.</li></ul>



Click [here](#) to see how we how performed against our performance indicators in 2011/2012.

# Looking forward—our top priorities for 2012-13

The numbers of vulnerable people requesting services continue to grow year on year. Extended life expectancy aligned with a growth in chronic conditions adds to the pressures already resulting from a challenging and testing economic environment in which significant long term efficiency savings must be made.

We continue to explore innovative ways to both promote and maintain independence by delivering services that support and safeguard vulnerable people to remain within their own communities for as long as possible.

We have set priorities for the next 3 years. The information below sets out the main focus of our energies in 2012/13 to deliver the 3 year priorities:

<b>Priority</b>	<b>We will</b>
<b>Personalisation</b>	<ul style="list-style-type: none"><li>• Introducing and promoting customer service standards across all services.</li><li>• Developing and implementing robust customer engagement and involvement.</li><li>• Further developing a citizen directed approach.</li><li>• Enhancing the use of Assistive Technology to support adults to remain safe and independent.</li><li>• Developing and implementing an effective care co-ordination model.</li></ul>
<b>Localisation</b>	<ul style="list-style-type: none"><li>• Further developing and implementing a model for the delivery of health and social care within a locality structure.</li><li>• Developing commissioning strategies that reflect and responds to the needs of Localities.</li><li>• Developing the Single Point of Access, Assessment and Care Co-ordination across health and social care in Denbighshire.</li></ul>

<b>Priority</b>	<b>We will</b>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Developing and implementing an Action Plan as a result of learning / recommendations from the Serious Case Review.</li> <li>• Undertaking a feasibility study regarding a new approach to meeting the needs of disabled children and adults.</li> <li>• Developing the performance management focus onto quality, outcomes and service user value.</li> <li>• Delivering training around the Mental Capacity Act.</li> <li>• Reviewing the Management arrangements of the Protection of Vulnerable Adults (POVA) function including the Annual POVA training plan.</li> </ul>
<b>Integration</b>	<ul style="list-style-type: none"> <li>• Developing an Accommodation Strategy in partnership with Housing Services.</li> <li>• Continuing to implement a Reablement Strategy across all services.</li> <li>• Further developing an effective and productive interface with BCUHB</li> </ul>
<b>Efficiency and Effectiveness</b>	<ul style="list-style-type: none"> <li>• Developing a staff engagement strategy.</li> <li>• Further developing the social care workforce to strategy taking account of changing needs and to develop an approach to respond to and embrace new models of social care provision.</li> <li>• Modernising service delivery, maximising office space and utilising new technology to increase capacity and productivity delivering efficiencies to ensure sustainability.</li> <li>• Implementing staffing / workforce indicators as laid out in the Social Care Measure.</li> </ul>



# Delivering an efficient, high quality and well managed service

We have worked hard to ensure that our workforce is a stable one that is well trained and equipped with the skills to meet the requirements of changing and modernising services. Information about how we are managing our service can be found in our full assessment (a link to this document is on page 2).

Feedback can be provided to:

ACRF Feedback  
Ty Nant  
Prestatyn  
LL19 9LG.

You can also call 01824 712900 or email:  
[ssdcomments@denbighshire.gov.uk](mailto:ssdcomments@denbighshire.gov.uk) to leave feedback.



**Ceri's Family concept and images: © Denbighshire Health, Social Care and Well-Being Unit.**







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**Report To:** Partnerships Scrutiny Committee

**Date of Meeting:** 31<sup>st</sup> May 2012

**Lead Officer:** Corporate Director

**Report Author:** Supporting People Manager

**Title:** Regional and National Supporting People Programme Changes

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## 1. What is the report about?

This report is one of a series of reports to keep members informed of proposed changes to the Supporting People Programme in Wales.

The purpose of this report is also to consult with members on the revised interim proposals for the establishment of a Regional Collaborative Committee (RCC) for Supporting People (SP) Services, (appendix 1 pages 4-13).

## 2. What is the reason for making this report?

To update members on the revised interim arrangements proposed by the Welsh Government for the establishment of an RCC in North Wales and to seek comments to inform Denbighshire's consultation response.

## 3. What are the Recommendations?

That the Committee notes the current proposed arrangements and provides comments to inform Denbighshire's consultation response.

## 4. Report details.

4.1 Supporting People is a significant programme providing "housing" related" support services to a wide range of vulnerable groups, including people who are homeless, people with mental health needs, learning disabilities, the young & vulnerable, people with substance misuse need, ex-offenders, people fleeing domestic violence and older people. The aim is to enable them to maintain secure housing while developing other aspects of their lives promoting independence. The Supporting People Programme has been evaluated at national level and shown to deliver very positive financial benefits which equate to £1.68 for every £1 invested in addition to non-financial benefits such as:-

- improved quality of life for the individual including greater independence;

- improved health;
- lessened dependence on relatives and carers;
- independent living, including a greater choice for individuals around accommodation,
- lifestyle and the provision of skills to enable this choice;
- increased ability to participate in the community. Including reduced isolation or social exclusion, and greater stability for people with chaotic lives;
- decreased fear of crime; and,
- easier access to appropriate services..

In 2011/12, Denbighshire received £6.9m of funding via the Supporting People Programme which funded approximately 2404 units of support (maximum capacity including older people warden services) at any one time, across a range of intensities of interventions.

- 4.2 An independent review of the Supporting People programme was commissioned by the Welsh Government (WG) and reported in November 2010. This report made 25 recommendations, including a specific recommendation to introduce regional collaborative, multi-sectorial committees (RCC). The WG subsequently accepted all 25 recommendations.
- 4.3 The review of the supporting people arrangements included the following key recommendations:
- Creation of a single funding stream (Supporting People Grant (SPG) & Supporting People Revenue Grant (SPRG)) to be paid to local authorities which should continue to be ring fenced (to be called the Supporting People Programme Grant or SPPG)
  - Administration of the grant by a local collaborative committee which would include representatives of key stakeholders including providers, probation, health etc. This should be an interim measure prior to a cross boundary approach at a later date
  - Distribution of funding via a needs based distribution formula with the Review Team proposing an interim formula
  - A Ministerial Advisory Board (Supporting People National Advisory Board) to be established to advise the Minister.

Though this report does not focus on the specific financial aspects of the programme, implementation of the needs based distribution formula referred to above, is anticipated to lead to funding reductions of £1.5m in Denbighshire over a 5 year period.

- 4.4 The Welsh Government subsequently established a cross sector Steering Group and a number of national workstreams to take forward the implementation of the recommendations. These groups include representatives from local government (Supporting People officers, Welsh Local Government Association (WLGA), Finance Directors)



Welsh Government and the provider representative bodies Cymorth and Community Housing Cymru.

- 4.5 At an early stage in the implementation discussions, Huw Lewis AM, Minister for Housing, Regeneration and Heritage decided that Regional Collaborative Committees (RCCs) should be established from the start of the new arrangements, with an initial target date for implementation of June 2012. This requirement was subsequently incorporated within the Compact for Change.
- 4.6 Throughout the implementation discussions the WLGA and local authority representatives have raised concerns about the proposed role for the RCCs, the governance arrangements and the potential for this to increase bureaucracy.
- 4.7. Current Position  
Following the formal consultation, the Welsh Government decided to proceed with a model for the RCC which took budget accountability from local authorities as the grant recipient and accountable body and gave responsibility for spending decisions to the Regional Collaborative Committee. As planned, Regional Collaborative Committees would be non statutory committees and include providers of services. The WLGA raised concerns about the legality of the proposed model, particularly in reference to the statutory role of the Section 151 Officer. This view is now shared by both Welsh Government lawyers and the Wales Audit Office (WAO). As a consequence of this advice, the Welsh Government has decided not to proceed with this governance model and has proposed an alternative.
- 4.8 The new proposed interim model gives the RCC responsibility under four broad areas set out as: oversight; Ministerial advice; planning and administration. While many of the roles of the Committee have not changed from the original model, the substantial and significant difference is that the RCC would make recommendations on local and regional spend to the Minister who would then make the resource decision.
- 4.9 The model proposes that the Minister would be involved in decisions on:
- Local and regional spend on Supporting People services
  - Virement of SPPG between service user groups within the local and regional SP plan within the region
- 4.10 This second model has also raised concerns. It appears to run counter to the principles which were agreed following the “Essex Review” which recognised the need for Welsh Government (WG) to set strategic direction and local authorities to determine local priorities and deliver appropriate services. Secondly, the proposal seems to run counter to the findings of the Review of current supporting people arrangements which stressed the need to reduce complexity and bureaucracy and

avoid the delays created by Ministers making decisions about local services.

- 4.11 WG has decided that transfer of SPRG will not occur until the RCCs have been appropriately established and August 2012 is currently being used as a working date for this to happen.
- 4.12 The WLGA has suggested to WG officials that given the continuing delays, confusion, and lack of consensus about an appropriate way forward that any changes are delayed until April 2013 and the current year is used to build and consolidate regional collaboration and to explore options for the governance arrangements of the RCCs. We understand that this proposal has to date been rejected.
- 4.13 At this point there is no clear way forward that is supported by all stakeholders who have been involved in discussions on implementing the recommendations of the Review.
- 4.14 What remains important is to deliver good services to vulnerable people and to manage a reduction in resources in as effective a way as possible, including through collaboration. A thought through change management process, as promoted by the WLGA, would seem to offer the best chance of achieving this.
- 4.15 **Consultation questions**
- Is the proposal workable as an interim solution?
  - Are there any improvements to the interim proposal which maintain the collaboration recommended by the Aylward<sup>1</sup> report?
  - Are there any amendments required to the grant allocation process and spend proforma? (largely technical points see appendix 1 pages 14-23)

## **5. How does the decision contribute to the Corporate Priorities?**

Regional collaboration and a regional strategy for commissioning and delivering services will contribute towards managing the downsizing of the grant and the protection of front-line services. However we should ensure final arrangements for RCCs are the right ones to achieve this.

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<sup>1</sup> The 'Independent Review of the Supporting People Programme in Wales: Final Report' (the Aylward Report) can be found on the Welsh Government's website by following the link below:  
<http://wales.gov.uk/topics/housingandcommunity/housing/supportingpeople/publications/finalreport/?jsessionid=qTQpP6VDGJByQIXyQD8yFdLdgVm2DyJfMXKQLr1qv6XFBGV7Dwd!1596389751?lang=en>

**6. What will it cost and how will it affect other services?**

The estimated reduction in SP grant over the next 5 years is projected to be approximately £1.5m for Denbighshire.

**7. What consultations have been carried out?**

The Welsh Government has undertaken extensive consultation on the Draft SP guidance which included the first proposals for RCCs, which were subsequently rejected.

The WG is now consulting widely on the revised interim arrangements for RCCs. This second consultation exercise closes on 12<sup>th</sup> June 2012

**8. Chief Finance Officer Statement**

The Council has been prudent in establishing a reserve to help mitigate the impact of the forthcoming cuts to the Supporting People grant and the implications about the eligibility of some services currently funded that may not be under the new arrangements. The latest proposal in relation to the powers of the regional committees do seem to be contrary to the Review by removing local decision making and introducing overly complicated monitoring and approval procedures. A delay until April 2013 would appear to be a sensible option.

**9. What risks are there and is there anything we can do to reduce them?**

The main risks are referred to in paragraphs 4.7 and 4.10:-

- removal of resource decision-making from local government while they would retain accountability for grant
- lack of clarity about other aspects of governance
- high levels of bureaucracy in administration of the programme
- drift and delay in decision-making
- setting a precedent for other service areas

**10. Power to make the Decision**

To determine the content of any plan, strategy or other policy document requires approval by the Lead Cabinet Member in accordance with Statutory Instrument 2001 No. 2291 (W,179) Regulation 4 (3)( c) + (d).

Section 21 of the Local Government Act 2000 and Article 6 of the Council's Constitution sets out Scrutiny's powers and role

**Contact Officer:**  
Supporting People Lead Officer  
Adult & Business Services  
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Welsh Government

## Consultation Document

# Proposed interim arrangements to take forward the new Supporting People Programme

Date of issue: **8 May 2012**

Action required: Responses by **12 Jun 2012**

## Overview

This consultation invites views on the proposed interim solution for the Delivery Structures for the revised Supporting People programme. The Delivery Structures guidance forms chapter 2 of the Supporting People Programme Grant (SPPG) Guidance previously issued for consultation in Oct 2011. The consultation is aimed at local authority supporting people teams and supporting people providers

## How to respond

Please respond to the consultation using the questionnaire at the back of the document and send your response to the below postal or email address

## Further information and related documents

<http://wales.gov.uk/topics/housingandcommunity/housing/supportingpeople/?lang=en>

## Contact details

For further information:  
Clara Hunt  
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SupportingPeople@wales.gsi.gov.uk  
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## Data protection

How the views and information you give us will be used.

Any response you send us will be seen in full by Welsh Government staff dealing with the issues which this consultation is about. It may also be seen by other Welsh Government staff to help them plan future consultations.

The Welsh Government intends to publish a summary of the responses to this document. We may also publish responses in full. Normally, the name and address (or part of the address) of the person or organisation who sent the response are published with the response. This helps to show that the consultation was carried out properly. If you do not want your name or address published, please tell us this in writing when you send your response. We will then blank them out.

Names or addresses we blank out might still get published later, though we do not think this would happen very often. The Freedom of Information Act 2000 and the Environmental Information Regulations 2004 allow the public to ask to see information held by many public bodies, including the Welsh Government. This includes information which has not been published. However, the law also allows us to withhold information in some circumstances. If anyone asks to see information we have withheld, we will have to decide whether to release it or not. If someone has asked for their name and address not to be published, that is an important fact we would take into account. However, there might sometimes be important reasons why we would have to reveal someone's name and address, even though they have asked for them not to be published. We would get in touch with the person and ask their views before we finally decided to reveal the information.

# Proposed interim arrangements to take forward the new supporting people programme

## Purpose

As a result of consultation feedback and discussions with Supporting People stakeholders we have drafted this document to clarify the roles within the delivery structure of the new supporting people programme and the interim role of the Regional Collaborative Committees. This consultation is to allow stakeholders to comment on the re-drafted chapter 2 of the SPPG guidance (previously published for consultation in Nov 2011). The proposal is interim to allow the programme to go forward with a collaborative working model whilst a long term solution is defined and agreed.

The interim proposal can be found on pages 2-11. The consultation questions we would like your thoughts on are listed at the end of this page.

The consultation period will be 5 weeks. This is shorter than the usual 12 weeks as the recommendations have been drafted with the benefit of extensive stakeholder consultation.

## Your response

We have asked a number of specific questions detailed below which we would like your comments on. However, please feel free to give any general comments on the guidance.

Please give the following information with your response:

Your name

Organisation

Email/telephone Number

Your address

Thank you for taking the time to respond

Responses to consultations may be made public – on the internet or in a report. If you would prefer your response to be kept confidential, please print this page, tick the box on the left and e-mail or post to the contact address given on the previous page.

## Consultation Questions

1. Is the proposal workable as an interim solution?
2. Are there any improvements to the interim proposal which maintain the collaboration recommended by the Aylward report?
3. Are there any amendments required to the grant allocation process and spend proforma?

## **Chapter 2**

# **The New Delivery Structure**

## **Introduction**

- 2.1 The Supporting People Programme needs to be recognised as a major support area assisting some of the most vulnerable people in Wales. It has been recognised that whilst the programme provides a significant service, a more robust monitoring and governance structure is required that engages all key players at the most appropriate levels. This is to ensure that we are providing the best quality services as efficiently as possible.
- 2.2 The new structures described in this guidance have been established to put co-production and collaboration at the centre of the development and delivery of services. The Welsh Government and its partners believe that higher quality, better targeted public services are delivered when all relevant parties work collaboratively together within a culture that recognises and promotes mutual respect.
- 2.3 The Supporting People Programme has been a unifying force within public services in Wales and has already broken down barriers between internal local authority departments, Health and the Voluntary Sector and Supporting People Providers. It is this sense of true partnership which this structure wishes to promote and improve and in some cases put on a more formal footing. The ethos and spirit of this guidance values the different expertise, intelligence and knowledge that all parties involved – commissioners, providers, partner sectors and crucially service users – bring to identifying what services are needed and how best they can be delivered and the Welsh Government expects all stakeholders involved in the programme to adhere to and promote this ethos and culture.

## **Governance & Accountability**

- 2.4 The Aylward independent review recognises that there needs to be appropriate governance at a national, regional and local level. In taking forward the recommendations the new structure of Governance for this programme starts with the overarching formally constituted Supporting People National Advisory Board (SPNAB) the role and function of which are detailed in this chapter.
- 2.5 The SPNAB is supported by appropriately constituted Regional Collaborative Committees. The RCCs are accountable for the production of the regional (one - three year) plans, which take account of local priorities and will be submitted to Welsh Ministers for approval, and for maintaining oversight of regional and local collaborative delivery of the supporting people programme to ensure the most efficient and effective services are delivered.



- 2.6 The role of the local authority SP teams in managing the planning, commissioning and procurement of SP services is recognised as key to the success of the overall programme and the Local Authority is accountable for ensuring that the supporting people grant conditions are met and that they are collaboratively delivering services aligned to the regional plan.
- 2.7 The work of RCCs will be supported and supplemented by local arrangements i.e. supporting people teams and their local planning groups, which builds upon current arrangements and planning mechanisms. The local arrangements for RCCs will also need to adhere to the principles of co-production and collaboration in relation to how RCCs operate and conduct their business.
- 2.8 The robust accreditation, inspection and review systems incorporated into other chapters in this Guidance will provide further protection for the SP Programme and the people for whom it is intended to serve.
- 2.9 It is emphasised that it is the intention that management of the SP programme should occur at the regional and local levels with Welsh Government involvement in this interim phase limited to approval of yearly Spend Plans and significant change to those plans in year with any other involvement being the exception. **Appendix 1** contains the SPPG finance management guide which provides more detail on the roles of the supporting people teams, RCCs and Welsh Government in the administration of the grant.

## High Level Principles and benefits of the new structure

- 2.10 A set of High Level Principles and benefits will underpin all activity undertaken by the SPNAB and the RCCs and under the local Supporting People planning/commissioning arrangements. These include:
- Improvement to services and outcomes to the end user,
  - Ensuring probity, accountability, transparency and scrutiny,
  - Operation on the basis of equality, collaboration and co-production,
  - Provision of strategic oversight and direction in line with national, regional and local strategy and SP Commissioning plans, and
  - Being underpinned by and comply with robust and enforceable grant conditions.
- 2.11 Performance of the SPNAB, RCCs and local arrangements will be assessed against these High Level Principles and benefits.
- 2.12 In order to progress the recommendations of the Aylward report this transition period must be seen as an opportunity to build and nurture a collaborative working environment built on trust and respect.

# Supporting People National Advisory Board

- 2.13 The aim and overall focus of the SPNAB will be to provide advice to the Minister for Housing, Regeneration and Heritage to make sure that the Supporting People programme is focused on meeting the housing-related needs of vulnerable people in Wales.

## The Board's Role

- 2.14 The Board's role, through continual consultation and collaboration with RCCs and other bodies, will be:
- 2.15 to advise the Minister on Welsh Government policy,
- 2.16 to examine the performance of, and advise the Minister accordingly, on the performance of the RCCs.
- 2.17 to advise the Minister on the appropriate implementation of the new supporting people programme, including:
- to receive annual/regular reports from the Housing, Supporting People governance officials (to be appointed) and Collaborative Committees and to advise the Minister on progress, to receive annual/regular reports from Supporting People Service Users and to advise the Minister,
  - to advise the Minister on the proposed new structures for the distribution of the Supporting People Programme Grant,
  - to consider whether the administration of the supporting people programme is consistent with the high level principles of the programme, including a clear understanding of planning and procurement processes,
  - to provide independent advice and recommendations to the Minister.
- 2.18 The Minister retains the power to act without reference to the SPNAB.
- 2.19 All members of the SPNAB will also be responsible for:
- ensuring that recommendations made by the Board are supported by sufficient high quality information and are robust and defensible,
  - staying abreast of evidence and policy approaches to the Supporting People in other parts of the UK and beyond in order to learn from those and to evaluate Wales' relative performance,
  - ensuring that the SPNAB operates within its terms of reference,
  - exercising independent judgement, reasonable care, skill and diligence in undertaking duties.

- 2.20 The Board does not have executive powers or functions. It is advisory only.
- 2.21 The Board advises the Welsh Government within the remit agreed for it by the Minister.
- 2.22 Minutes and papers of the Board will normally be published.

## **Membership**

- 2.23 The Board will comprise of the following members of the Welsh Government:
- The Minister for Housing, Regeneration & Heritage as Chairperson,
  - Housing Head of Operations.
- 2.24 Welsh Government officials will provide the Board's secretariat and other officials will attend as required.
- 2.25 The Board will include seven representatives nominated from the following organisations:
- Welsh Local Government Association,
  - Association of Directors of Social Services Cymru,
  - Public Health Wales,
  - Community Housing Cymru,
  - Cymorth Cymru,
  - All Wales Chief Housing Officers Panel,
  - Wales Probation Trust.
- 2.26 The Board will include three independent individuals who will be appointed through the public appointments process. One will act as Vice Chair.
- 2.27 The Minister of Housing Regeneration and Heritage will Chair the meetings and may invite other ad-hoc members if necessary.
- 2.28 Meetings – the Board will meet twice a year or when required.

## **Regional Collaborative Committees**

- 2.29 The aim and overall focus of the Regional Collaborative Committees will be to provide advice to local authorities and, through the SPNAB, to the Welsh Ministers on regional and local collaborative delivery of the supporting people programme to ensure the most efficient and effective services are delivered. The RCCs will advise the Welsh Ministers on the production of proposed supporting people spend plans for the allocation of grant against agreed priorities.
- 2.30 The RCCs do not have executive powers or functions.

# The Regional Collaborative Committees Role

In detail, the role of Regional Collaborative Committees would include:

## To advise on

- Regional and local delivery and compliance with national Supporting People Programme Grant Guidance.
- Regional and local needs mapping.
- The operation of commissioning and procurement practice.
- The quality of regional and local services in particular against the Supporting People National Outcomes framework.

## Recommendations to the Minister on

- Local and regional spend via Supporting People plans against service user group priorities.
- Virement of SPPG between service user groups (over 10% of total service user group allocation) within the local and regional Supporting People plan and within the region.

## Planning

- To produce the draft Regional spend plan which is submitted to Welsh Ministers for approval.
- To ensure that the opinions of service users are actively considered as part of recommendations made to Welsh Government.
- To ensure Local authorities provide appropriate monitoring information of SP spend including timely identification and reporting of under spend.
- To develop an awareness of local, regional and national SP services in order to identify opportunities to realise efficiencies by coordinated planning and provision of services.
- To liaise with other RCCs in order to identify synergies in service requirements to enable singular commissioning and procurement exercises.
- To liaise with other RCCs to provide advice on coordinating commissioning, procurement and funding of cross-region and national service provision.
- To ensure regional commissioning plans consider local Health Social Care and Wellbeing, Community Safety and Homelessness strategic objectives.

## **Administration**

- To ensure effective information exchange between local authorities and the RCC and between RCCs (noting confidentiality requirements).
- To receive from the coordinating local authority a register of services that may be commissioned or procured at short notice should funding become available: these may be new services requiring procurement or expansion of existing services.
- To receive monitoring information on complaints and to escalate any issues to Welsh government as appropriate.
- To advise the Welsh Government where the RCC considers that local practice is in breach of the Grant conditions. To also advise Welsh Government on any disputes within the RCC.
- Maintain a record of Attendance and Correspondence.
- Maintain continuous assessment on the RCC Membership to ensure parity of representation, and awareness of and participation by all SP stakeholders.

## **Local Authority Coordinating Role**

In each region there will be one coordinating local authority that will:

- collate the proposed regional spend plans for the local authorities in that area,
- organise the RCCs meetings,
- maintain a register of services that may be commissioned or procured at short notice,
- employ a regional development coordinator funded by Welsh Government,
- develop and support effective partnership working within the region on Supporting People,
- support the regional collaborative committee so that it functions effectively and is appropriately serviced.

## **Membership of the Regional Collaborative Committees**

2.31 It is imperative that there is equal representation of key groups. The number of Local Authority members should be equal to the number of landlord and support provider places. The membership of the RCC will be made up of:

- Local Authority Cabinet Members (or delegated officials in their absence).

- Health.
  - Probation.
  - <sup>1</sup>Providers (representing long term and short term services) elected and supported by Cymorth Cymru and Landlords elected and supported by Community Housing Cymru.
  - Service user representation.
  - Co-opted members at the discretion of the Regional Collaborative Committee.
  - Appropriate Local Authority officers, the Regional Development Coordinator and Welsh Government will also be able to attend the RCCs but not with a voting right.
- 2.32 The representation on the RCC championing the service users' voice could be a current service user, ex service user or a person chosen by service users to represent them. The representative(s) must be selected by service users. Arrangements need to be made for service user representatives to be supported in a similar manner to landlord and provider reps.
- 2.33 During the transition year further consideration will be given as to how the landlord representation will reflect, for example private landlords.

## Priority setting

- 2.34 The RCCs will develop up to three year rolling regional SPPG proposed spend plans, which will set out priorities/spend for the region and will be reviewed annually. In the transition year of 2012/13 it will be a one year plan. These plans will be built upon local priorities and the co-ordinating local authority will put together the plans for the RCC to review. The RCC will identify regional priorities and any other changes required and then submit the proposed spend plan to the Minister of Housing Regeneration and Heritage for approval
- 2.35 Local commissioning plans must meet the regional priorities identified in the RCC regional SP plans. The RCC will receive sufficient reporting from the Local Authority SP teams to enable them to ensure that SPPG is being planned and delivered according to the principles of collaboration. The RCC will be expected, when appropriate, to advise local authorities when the RCC considers that the use of SPPG at the local authority level appears to put local delivery at stake or not meet priorities.
- 2.36 During the transition period further guidance will be issued to ensure streamlined presentation of information to the committees to enable them to carry out their function appropriately. It is accepted that during the first year of operation these may be in the development stage.

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<sup>1</sup> Note that providers and landlord representatives do not need to be members of Cymorth or CHC.

## Meetings

- 2.37 The RCC will meet a minimum of quarterly once established but will meet monthly during the first six months of the implementation period.
- 2.38 The Chair of the RCC shall be one of the LA members and shall be appointed annually.
- 2.39 The Vice Chair shall be selected from one of the other agencies and shall be appointed annually.
- 2.40 The RCC may set up task and finish groups at its discretion.

## Servicing and Resourcing

- 2.41 The Regional Development Coordinator will provide administrative support to the RCC.
- 2.42 The Local SP teams will provide quarterly reports to the RCC via the Regional Development Coordinator. A standard format for these reports will be agreed prior to the RCCs being established.
- 2.43 SP Managers will attend, participate in and support the work of the RCC.

## Communication

- 2.44 The RCC will put in place consultation arrangements with the following stakeholders:
- Service users.
  - Local Authority Supporting people Planning Groups.
  - Regional homelessness forums.
  - Provider forums.
  - Other relevant bodies.
  - The SPNAB will expect to see evidence of this.
- 2.45 The individual members of the RCC will be expected to communicate with their own constituency e.g. LA members, other providers etc.
- 2.46 Minutes of meetings will be produced and hosted on the Welsh Government website (minus any confidential material).
- 2.47 The Welsh Government is considering whether it is appropriate to issue further guidance on procedures for how the RCCs could work and also a conflict of interest policy for the RCCs.

## **Welsh Government role to support the Regional collaborative committees (RCCs) and governance role**

2.48 The Welsh Government will attend the RCCs when relevant and get involved as and when issues arise, in a timely fashion and when these require escalation, assisting in conflict mediation. It will seek to mediate these informally with relevant officials and then will raise the issue to the attention of the Supporting People National Advisory Board. The Welsh Government will also summarise reports received from the regional collaborative committees to provide the national picture of service delivery and will monitor arrangements in partnership with stakeholders to consider how the governance arrangements are working and how these can be improved.

## **Local Arrangements to Support Regional Collaborative Committees (RCCs)**

2.49 As currently happens, local needs analysis and identified priorities for SP services will be determined at this level by the local Supporting people Planning Group and will feed up to discussions at the RCCs and feed into the three year rolling regional SP plans. It will be important for Local Authorities in each region to consider the most effective and efficient way of delivering and supporting services. They also need to ensure that local arrangements are robust, based on partnership working and integrated into other appropriate local planning processes. The Welsh Government has recently announced a rationalisation of statutory partnerships and its replacement with an integrated planning and partnership structure. Local Supporting People Teams will need to make links as appropriate to other local needs mapping, analysis, planning and commissioning arrangements in undertaking their work.

2.50 Local Supporting People Planning Groups will need to:

- Develop Supporting people commissioning plans.
- Ensure Commissioners, Service Providers, and most importantly Service Users, are involved in the planning, development and commissioning of services and service responses that meet identified needs and agreed strategic priorities on a local and regional level.
- Ensure service providers, wider stakeholders and key commissioners are advised and informed on matters relating to the planned development and improvement of services to vulnerable people.
- Ensure the service user experience contributes to project development and service improvements agreed within the Supporting People Commissioning Plan.



- Ensure Commissioners, Service Providers and most importantly Service Users assist with the development of local and regional service specifications.
- 2.51 In many local areas, Supporting People Teams already link with a wide range of stakeholder groups. Where such links do not exist, Supporting People Teams will need to establish and support such arrangements. Where appropriate, for example, where there is limited capacity, local arrangements may be cross boundary with two or more teams working together to maximise resources.
- 2.52 Any future local and regional collaborative arrangements must not lose sight of the option to commission some very local arrangements where these best meet needs. What is essential is that all service developments local, regional or national are appropriately aligned to identified local needs and priorities to:
- Aid the development of shared plans and priorities which are supported by evidence of need.
  - Aid the development of an integrated and coordinated approach to reduce duplication or fragmentation and help with the development and delivery of high quality, cost effective services.
  - Support the development of appropriate links with other local and national policies, strategies, initiatives and funding streams.
- 2.53 During the transition period all local authority proposed spend plans submitted to the RCC will have received prior political approval. This will inform the Minister's decision on how to allocate the SPPG funding. Any in year changes to the agreed spend plans of greater than 10% will need to be recommended by the RCC to the Welsh Government having gone through the relevant political processes in the local authority. Close collaborative working between the RCC's and local authority is encouraged, to reduce significant changes of greater than 10% to user group funding.



Llywodraeth Cymru  
Welsh Government

# **SUPPORTING PEOPLE PROGRAMME GRANT**

## **FINANCE MANAGEMENT GUIDE**

Issued by Housing Directorate, Welsh Government: Jun 2012

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# **SUPPORTING PEOPLE PROGRAMME GRANT: FINANCE MANAGEMENT GUIDE**

## **1. PURPOSE OF GUIDE**

This Finance Management Guide is intended to complement the Supporting People Programme Guidance in providing detailed information on the roles of Supporting People Teams, Regional Collaborative Committees and the Welsh Government in management of the Supporting People Programme Grant (SPPG). This guide is intended to assist in the efficient and sustainable delivery of high quality housing related support services via the Supporting People Programme Grant programme.

It seeks to capture the spirit of partnership working, co design and co production enshrined within the Aylward Review of Supporting People Programme so that all stakeholders can collaborate as effectively as possible to achieve the aim.

The focus of this document is very much on financial guidance and not on commissioning or procurement which is covered in the Supporting People Guidance. The tone of this document is towards 'guidance' as opposed to 'prescription': it attempts to capture and build on the new approaches and relationships that have emerged as a result of the Aylward Review. It does not cover all eventualities but is a summary of key stages involved in the financial administration of the SPPG programme.

## **2. GENERAL PRINCIPLES**

The successful development and delivery of an effective Supporting People Programme will, to a large extent, be dependent on the quality and effectiveness of collaborative arrangements between local authorities, service providers, probation, health and other stakeholders.

Strong and positive collaboration at all levels whether local, regional or national between local government, service providers, probation, health and other stakeholders will mutually enhance our work and bring direct benefits to service users and the community in general. As a set of underlying principles, all stakeholders should work together to build and develop partnership through:

- a) Developing regular and open communication at all levels of the organisations.
- b) Improving the understanding of each others roles, responsibilities and cultures.
- c) Focussing together on the needs of the existing and potential service users.
- d) Being open to opportunities for collaborative working at all levels.
- e) Demonstrating in a practical way the benefits that can be gained.
- f) Building a joint vision of partnership and the benefits it will deliver.
- g) Nurturing a culture to ensure that leadership and engagement are encouraged.
- h) Ensuring the active participation of the service users in the collaborative administration.
- i) Celebrating and sharing the success of partnerships.

### **3. ROLES**

#### **Role of local authority**

Effective delivery and local management of the Supporting People programme will be the responsibility of local authorities through:

- a) Bringing forward realistic Supporting People opportunities to meet local as well as regional strategic aims.
- b) Ensuring that services meet design and value for money criteria and comply with current grant Guidance.
- c) Developing robust local strategies to identify needs and priorities.
- d) Managing commissioning and procurement of services in accordance with relevant legal requirements, the Authorities standing orders and having regard to the SPPG and any other relevant guidance.
- e) Prioritising schemes on the basis of established and transparent criteria including carrying out Equality Impact Assessments on how SPPG is allocated.
- f) Selection of service providers for schemes based on transparent criteria.
- g) Developing realistic spend proposals, by spend category/service user group, for local multi-year programmes.
- h) Implementation and management of the outcomes framework.
- i) Preparation of a Spend Plan for submission to the Regional Collaborative Committee (RCC) and onward recommendation to the Welsh Government to allocate grant.
- j) Manage any slippage/virements in the SPPG programme if under 10% of spend category/service user group budget.
- k) Recommend virements to the RCC and then onto the Welsh Government for virements above 10% of the spend category/service user group budget or virements between local Authorities.
- l) Agreement of appropriate performance monitoring measures with the RCC and Welsh Government.
- m) Ensuring that all documentation relating to Supporting People Programme Grant funded schemes is available for Welsh Government if required.
- n) Ensure spending plans reflect levels of need within the local and regional area.

#### **Local Authority Coordinating Role**

In each region there will be one coordinating local authority that will:

- Collate the proposed regional spend plans for the local authorities in that area.
- Organise the RCCs meetings.
- Maintain a register of services that may be commissioned or procured at short notice.

- Employ a regional development worker funded by Welsh Government.
- Develop and support effective partnership working within the region on Supporting People.
- Support the regional collaborative committee so that it functions effectively and is appropriately serviced.

### **Role of Regional Collaborative Committees (RCCs)**

RCCs are responsible for:

- a) Preparing draft Regional Spend Plan for annual and multi-year planning by local authority and by client group for recommendation to Welsh Government to allocate grant.
- b) Identifying regional scheme opportunities.
- c) Advising local authorities and Welsh Government as to whether spend and service coverage across client groups are appropriate to meeting needs and achieving outcomes and VFM.
- d) Developing robust and coherent regional strategies to identify need and priorities.
- e) Recommend virements over 10% of spend category/service user group budget or between local authorities to Welsh Government.
- f) Advising on appropriate performance monitoring measures.

### **Role of the Welsh Government**

The Welsh Government will:

- a) Agree multi year spend programmes in line with the identified priorities of the RCCs.
- b) Provide forward budget indicators looking forward 3 years, subject to appropriate caveats.
- c) Allocate SPPG resources to local authorities based on the agreed formulas and RCC recommendations on the Spend Plans.
- d) Administer the payment of grant for local authorities.
- e) Support local authorities to manage slippage and re-distribute resources between RCCs.
- f) Monitor and evaluate the SPPG programme.
- g) Carry out sample checks on project applications and grant claims and where necessary claw back grant if there are areas of non-compliance with SPPG procedures.

## **4. SUPPORTING PEOPLE PROGRAMME GRANT BUDGET**

The Welsh Government publishes its overall Budget in January of each year. This will include the amount of SPPG available.

For planning purposes the Welsh Government will provide Forward Indicators for a minimum of 3 years, based on future planned SPPG provision, for local authorities. This will mean that local authorities will have a firm SPPG budget for the first year based on the allocation formula. The budget for the following 2 years will be provisional because the Welsh Government's own budget is only set one year in advance. Amounts may be subject to change either upwards or downwards in line with overall budget pressures and reviews of the SPPG funding distribution formula. In addition, the Welsh Government reserves the right to review allocations to individual local authorities in response to continued and sustained poor performance and in line with RCC recommendations.

## **5. ALLOCATIONS**

The Welsh Government will allocate the SPPG based upon the new SPPG funding distribution formula and the local and regional Spend Plans by spend category/service user group as recommended by the RCC.

The Welsh Government will approve the grant annually with payments being made to local authorities quarterly in arrears. However for the transition period of 2012/13 payments will be monthly in arrears.

Letters notifying indicative SPPG allocations for the forthcoming financial year will be issued to local authorities in December.

Following the approval of the Welsh Government budgets in January, SPPG Offers of Grant letters will be issued in March of each year for commencement of the grant in April.

This will take the form of a firm allocation for the financial year which begins in the following April and provisional allocations for the 2 years thereafter. This will enable local authorities and RCCs to effectively plan over a minimum 3 year period.

A needs based funding distribution formula, as recommended in the Aylward Review, has been adopted. The formula weighting has been adjusted in consultation with stakeholders and this formula will be subject to review. This will also drive forward a desirable emphasis on the identification and gathering of data which more accurately and properly reveals the nature and extent of needs of citizens requiring support under the programme.

The approach based on this formula for allocations is included in Chapter 8 of the Supporting People Guidance.

## **6. PUTTING IN PLACE 1 to 3 YEAR PROGRAMMES**

It is the responsibility of the local authority to develop a proposed Spend Plan for submission to the RCCs for inclusion in the annual regional Spend Plan and onward recommendation to the Welsh Government for approval and allocation of SPPG funding.

In addition the local authority will present spend and development forecasts for discussion in the regional domain in order to inform and develop the short and long term regional plans.

In developing their Spend Plan, authorities should work with local partners and RCCs to ensure that the plans are realistic, deliverable and aligned with the regional strategy, recognising any identifiable obstacles to delivery, and has regard to the likely level of resources available within each year and period covered by the plans.

In developing and agreeing their proposed Spend Plans, local authorities should have mechanisms for ensuring appropriate regard to the views of local authority members; this includes formal agreement to the proposed Spend Plans to be submitted to the RCC and corporate sign-off arrangements which ensure that the plans is in place in time to appropriately support and facilitate delivery.

The plans should be regularly reviewed and updated, and should be amended in consultation with the RCCs and Welsh Government as appropriate to reflect any significant changes to circumstances affecting any of the services

## **7. SPPG SPEND PLANS, MONITORING AND GRANT CLAIMS**

Local authorities will prepare their Spend Plans to ensure that their full allocation is committed to deliverable projects which meet the local priority needs as well as the local and regional strategic aims.

The Spend Plan will be subject to scrutiny by the RCC and agreement and final approval by the Welsh Government. Any concerns over Spend Plans will be raised by the Welsh Government with two weeks of receipt.

It is recognised that programmes are fluid and will be subject to change. Local authorities will be required to submit quarterly updates of their Spend Plans to the RCC by the end of the first month in each quarter. The RCCs will then submit these to the Welsh Government.

The timetable for the submission of the Spend Plans and the associated payments is attached (Annex A). A proposed pro-forma for the Spend Plan which shows the level of detail required is attached (Annex B).

The Welsh Government will consider the Spend Plans, the RCC's and local authority's performance will be judged according to the extent to which schemes are delivered according to the agreed plans.

Any material changes to a project which represent a change of greater than 10% of the total for a spend category/service user group in the Spend Plan must be notified to the RCC for consideration. The RCC will be required to deliberate and pass its recommendations to the Welsh Government for approval of the change. This is a



condition of the Grant and failure to observe this will result in the grantee being in breach of the grant conditions.

It is accepted that in the case of projects yet to be commissioned, the amounts of spend shown against individual spend category/service user group in the Spend Plan may be indicative only.

The RCC will advise the Welsh Government of outturn expenditure at the end of the financial year but expenditure monitoring throughout the year will be an integral component of the local authority programme management role and the RCC's.

## **8. MANAGING SLIPPAGE & SPEND**

Local authorities will be able to exercise the necessary programme management control through the selection of SP services that balance regional and local priorities, needs and deliverability. Services need to be within the context of the agreed Spend Plan approved by Welsh Government – with local authorities having the ability to vire between service user groups at up to 10% of each service user group budget.

Where there is a need to undertake virement of funding between spend categories declared on the approved Spend Plan where the sum represent a change of 10% or greater to that category then approval must be sought via the RCC who will submit a recommendation to the Welsh Government for consideration and approval.

Where there is a need to undertake virement of funding within region but across local authorities, then the proposal must be agreed by the local authorities and the RCC and then submitted with recommendations to the Welsh Government for consideration and approval.

## **9. PERFORMANCE**

During 2012/2013 options will be considered for measuring local authority and provider performance.

An evaluation of these processes will be undertaken in 2013/14.

### 10. Supporting People Spend Plan Timetable for the Transition Year

The timings proposed in this plan are speculative and dependent on achieving agreement on the delivery structures:

<b>Date</b>	<b>Action</b>	<b>Actionee</b>
April 2012	On receipt of acceptance form, SPG and SPRG funding paid to local authorities and ASPs respectively to cover the period April 2012 to June 2012 (inclusive of 2.19% reduction for both streams against last years total).	WG/ LA SP Teams
April 2012	Local authority SP teams prepare proposed Spend Plan in consultation with stakeholders for August 2012 – March 2013 based upon indicative figures given.	LA SP Team
May/June 2012	Local authorities SP teams submit local SPPG proposed Send Plans for period August 2012 – April 2013 for local authority political approval.	LA
May/June 2012	Following local authority political approval - local authority proposed Spend Plans is forwarded to co-ordinating local authority	LA
June 2012	Co-ordinating local authority collates each proposed Spend Plan and produces a draft Regional Plan	LA
June 2012	RCC scrutinise draft Regional Plan	RCC
June/July 2012	RCC forward draft Regional Plan to Welsh Government for approval stating whether agreed by RCC or in exceptional cases advising of areas of contention.	RCC
July 2012	Welsh Government to consider RCC Spend Plans and approve.	WG
July 2012	SPG and SPRG funding paid to local authorities and ASPs respectively to cover the period July 2012 (inclusive of 2.19% reduction for both streams against last years total).	WG
August 2012	First payment of SPPG to local authorities (1/8th of remaining) grant (paid in arrears).	WG
September 2012 (and monthly thereafter)	Payment of SPPG to local authorities.	WG
October 2012	Local authority SP Teams prepare proposed Spend Plan in consultation with stakeholders for April 2013 – March 2014 based upon indicative figures given and forecasts for April 2014 – March 2015.	LA
November 2012	Local authorities SP Teams submit local SPPG proposed Spend Plans for the relevant period for local authority political approval.	LA
December 2012	Following local authority approval local authority proposed Spend Plan forwarded to co-ordinating local authority and co-ordinating local authority collates each proposed Spend Plan and produces a draft Regional Plan.	LA
December 2012	RCC scrutinise draft Regional Plan, RCC forward draft Regional Plan to Welsh Government for approval stating whether agreed by RCC or in exceptional cases advising of areas of contention.	RCC
January/February 2013	Welsh Government considers RCC Regional Plan and approve.	WG

Draft Local Authority Proposed Spend Plan Pro-Forma					
Region					
Local Authority					
Year					
Spend Category	Number of Units/bedspaces	Project Term			Total SPPG Funding (£)
		Less than 6 mths (Direct Access/Refuge)	6 to 24 mths	greater than 24 mths	
Women at risk of domestic abuse					
Men at risk of domestic abuse					
People with learning disabilities					
People with mental health issues					
People with alcohol issues					
People with substance misuse issues					
Refugees					
People with physical and/or sensory disabilities					
Young people who are care leavers					
People at risk of offending					
People with HIV / AIDS					
Families with support needs					
Older people with support needs					
Single people with support needs					
Young people at risk					
Complex needs (>2 of the needs identified above)					
Generic/Floating support/Peripatetic					
Alarm services (including alarms in sheltered and extracare schemes)					
<b>TOTALS</b>					

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**Report to:** Partnerships Scrutiny Committee

**Date of Meeting:** 31<sup>st</sup> May 2012

**Lead Member/Officer:** Head of Business Planning & Performance

**Report Author:** Head of Business Planning & Performance

**Title:** Safer Communities Regional Board

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**1. What is the report about?**

The report outlines progress towards the formation of the Safer Communities Regional Partnership Board.

**2. What is the reason for making this report?**

- 2.1 To update Scrutiny on progress to forming a Regional Safer Communities Board.
- 2.2 To present the amended Partnership Agreement for the Board.

**3. What are the Recommendations?**

That Scrutiny:

- 3.1 comments on the revised Partnership Agreement; and
- 3.2 supports the amended arrangements as detailed in the Agreement.

**4. Report details.**

- 4.1 In December 2010 it was agreed that as part of the North Wales Partnership Review a Regional Safer Communities Board for North Wales would be established by 2012.
- 4.2 It was proposed that this Board would take responsibility for the governance, regional commissioning and oversight of operational delivery arrangements of Community Safety Partnerships and Youth Justice Services. It would also influence Criminal Justice service provision and development.
- 4.3 The Board would be supported by sub-regional operational arrangements. These less formal partnerships would be operational with the county areas working in couplets, building on existing or developing partnership arrangements. They are as follows:
  - Anglesey/ Gwynedd
  - Conwy/ Denbighshire

- Flintshire/ Wrexham

4.4 Sub-regional differences will be recognised and respected by the Board. There will be scope for different ways of working within each sub-region e.g. the extent of formal merging of the current operational teams. The priorities of the sub-regional groups would be guided by the Board to ensure greater consistency in the achievement of standards of performance and outcomes.

4.5. Initial proposals were that the Board should be a formal arrangement based on the Joint Committee model, with responsibility for the statutory functions of the partnerships, and an increasing role in commissioning services across the region. However the idea of a formal Joint Committee was not supported across the North Wales Councils, and instead a less formal arrangement is proposed in its place. Additionally, there were reservations about the proposed regional commissioning model, and this too has been removed from the proposal. An amended Partnership Agreement is included that reflects these changes (See Appendix). The main elements of the new agreement are described below.

#### 4.6 Strategic Role of the North Wales Safer Communities Board

The Board will assume the regional strategic responsibilities currently held by local strategic or executive groups. It will:

- Develop and agree the vision for North Wales for Community Safety and Youth Justice.
- Establish the broad strategic aims for the sub-regional operational partnerships to achieve the goals of the Community Safety Plan.
- Oversee and develop strategic planning with initial impacts in specific policy areas where performance across the region is inconsistent.
- Monitor performance, capture and commend good practice, and encourage continuous improvement and ensure compliance with the 'hallmarks of effective practice' as identified by statute.
- Direct and undertake needs assessments and public consultation as required.
- Promote the mainstreaming of community safety at a strategic level with partner organisations.
- Promote collaboration in the design and provision of local public services.
- Reduce the scale and cost of underpinning partnership arrangements at sub-regional and local level.

#### 4.7 Membership

This is proposed to be the Lead Elected Member for Community Safety from each Local Authority, as well as representatives from the Police, Health, Probation and Fire Service. There will also be a supporting

'expert' group of officers, with experience in Community Safety and Youth Justice.

4.8 Commissioning and resource allocation

In the short term the Board will be tasked with policy, strategic direction and overall priorities. Ultimately the Board could still assume responsibility for the commissioning of services funded through Home Office and Welsh Government grants and allocate resources to support the function of the sub-regional Community Safety and Youth Justice operational partnerships, but only if there was agreement on this.

4.9 Forward work programme

The Board would have a formal work programme with priorities set for making an early impact. Priorities include a youth offending prevention strategy, a consistent approach to anti-social behaviour policy and a joint approach to addressing domestic homicide reviews.

4.10 The first meeting of the Safer Communities Board is planned for 3<sup>rd</sup> July 2012.

**5. Associated developments**

5.1 The development of the Safer Communities Board is shadowed by other important developments in the area of community safety, in particular, the appointment of the new Police Commissioner for North Wales due in November 2012.

5.2. This will be preceded by the establishment of the Police and Crime Panel, which will be responsible for the scrutiny of the new post. DCC Membership of this is likely to include the Lead Cabinet member and a Scrutiny nominee. Conwy County Borough Council are leading the development of the P&CP on behalf of the North Wales region and the panel should be in place by September 2012.

**6. How does the decision contribute to the Corporate Priorities?**

Community Safety delivered through partnership is a key element in the Big Plan, and improving partnership effectiveness through rationalisation a key objective of the Council and Local Service Board.

**7. What will it cost and how will it affect other services?**

There are potential savings in the cost of sub-regional and local partnership arrangements.

**8. What consultations have been carried out?**

Consultations have been carried out with the Conwy & Denbighshire Community Safety Partnership and Youth Justice Board, with Partnership Scrutiny and with the Council's Senior Leadership Team.

**9. Chief Finance Officer Statement**

There are no obvious major financial implications arising from the proposals, although there may be some savings due to administrative efficiencies. Should the Board want to take a wider remit in future then there could be implications from regional commissioning and pooled financial resources.

**10. What risks are there and is there anything we can do to reduce them?**

There are no significant risks at this stage

**11. Power to make the Decision**

No decision is required.

Section 21 of the Local Government Act 2000 and Article 6 of the Council's Constitution sets out Scrutiny's powers and role

**Contact Officer:**

Head of Business Planning & Performance

Tel: 01824 706246



## PARTNERSHIP AGREEMENT

### North Wales Safer Communities Board

May 2012, Version 8

#### 1. Introduction

- 1.1. This document is a partnership agreement for the North Wales Safer Communities Board (NWSCB). For the purpose of this document the North Wales Safer Communities Board will be referred to as the NWSCB hereafter.

#### 2. Legislative Base

- 2.1. The purpose of the North Wales Safer Communities Board will be to provide strategic leadership to meet nationally and regionally driven priorities for community safety and to meet the priorities of the regionally/locally produced strategic needs assessments. The NWSCB will have a threefold role and terms of reference: Community Safety; Youth Justice; Criminal Justice.
- 2.2. The formation of the NWSCB is supported by the Home Office, the Welsh Government and national partners. It originates from the Regional Partnership Review commissioned by the North Wales Regional Leadership Board. The NWSCB will oversee the strategic and commissioning duties of the local Community Safety Partnerships (CSPs) and Youth Justice Boards (YJBs).
- 2.3. A summary of the main duties and responsibilities that the NWSCB will be expected to fulfill are outlined in Appendix 1.<sup>1</sup>

#### 3. Term and Commencement

- 3.1. **Period of Appointment:** The purpose, remit and function of the Board will be reviewed on an annual basis, or as necessary should any changes to its constitution and terms of reference be required to comply with the wishes of its constituent bodies, national policy or legislation or the direction of regulatory bodies/ agencies.
- 3.2. **Commencement:** The first meeting of the NWSCB will be held at the earliest point during the new municipal year and no later than July 2012.

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<sup>1</sup> To be completed once the draft of the terms of reference are agreed.

#### 4. Function of the NWSCB

- 4.1. The NWSCB will provide strategic direction for the exercise of the Community Safety and Youth Justice functions across the region. The NWSCB, whilst promoting consistency of policy objectives, consistently high performance, and the shared use of expertise and resources across the region; will recognise sub-regional and local differences in need and priorities as evidenced by regional strategic needs assessment.

#### 5. Aims and Objectives

- 5.1. The aims of the NWSCB will be to promote consistency of outcomes across in the region; to promote consistency of policy and practice; to achieve consistently high standards of performance; to promote the collaborative and shared use of expertise and resources across the region in the interests of efficiency, economy and effectiveness in the fields of Community Safety and Youth Justice. The NWSCB aims to influence the provision of Criminal Justice Services in North Wales.
- 5.2. The objectives of the NWSCB will include:-
- Reducing bureaucracy and formality through streamlining strategic and operational functions.
  - Identifying shared and/or common priorities
  - Acting as a lobbying group to influence the Welsh Government, Home Office and Local Policing Body.
  - Establishing a common and consistent framework for strategic, tactical and operational delivery at regional, sub-regional and local levels.
  - Facilitating and encouraging regional working in the interests of public value.
  - Providing a more efficient and consistent service in contributing to reducing crime and disorder and improving the criminal justice services in North Wales.

#### 6. Partnership Principles / Procedure of Cooperation

- 6.1. The development of an effective and impacting NWSCB will require effective partnership working, cross-agency communication, and the full and ready involvement of the statutory agencies.
- 6.2. The principles to be set for the constituent bodies which will make up the partnership are:-
- **Commitment** - Of time, energy, influence, contacts and resources to support the work of Partnership. Putting the interests of the NWSCB before those of individual agencies.
  - **Openness** - Transparency and openness.
  - **Respect** - Recognition of the value that each partner brings to the

#### Partnership

- **Equality** - Equality between partners and in services across the region.
- **Modernisation** - Openness to re-design and rationalise planning and service delivery.
- **Innovative** - Willingness to innovate and to be creative and risk-taking.
- **Flexibility** - Willingness and ability to understand others' perspectives and adapt current practice where there is mutual benefit.
- **Integration** - Avoiding duplication of effort and work towards achieving common aims and objectives.
- **Accountability** - Will be accountable to stakeholders within agreed procedures.
- **Communication** - All partners recognise their responsibility for disseminating information from the NWSCB and feeding in views of their constituent organisations.
- **Information Sharing** - Information will be readily shared in accordance with our agreed Information Sharing Protocol (refer to section 16 of this agreement).
- **User Focussed** - The focus of services and activities will be primarily on responding to the needs of individuals and communities.

6.3. All members (and their organisation) of the Partnership should also sign up to the following:

- Be demonstrably committed to the Partnership.
- Recognise and accept the need for Partnership.
- Have a clear understanding of the role and responsibility of each agency.
- Contribute to the development of a clear and explicit vision of working which is agreed by all partners and which has realistic, measurable and attainable outcome-based aims and objectives.
- Have commitment to and ownership of a common strategic agenda.
- Agree to equity and respect between partners to enable the creation and maintenance of Trust.
- Contributes to the effective inter-agency Partnership Working arrangements.
- Monitor, measure and learn from experience.

## 7. Governance

7.1. The Board will be appointed as a Board without formal decision making powers or statutory functions by mutual consent (not a Statutory Joint Committee).

7.2. This will require formal agreement of all statutory partners to the Board to the constitution, the terms of reference and the Partnership Agreement. The constituent bodies will make appointments to the Board (annually or for longer terms of office as desired) according to their constitutions. The constituent bodies will be invited to make appointments at the first annual general or other meeting from May 2012.

- 7.3. Provision will be made for Welsh language translation facilities at Board meetings. Documents and reports produced by the Board for the public domain will be bi-lingual.

## **8. Membership and Terms of Office**

- 8.1. The NWCSB will be made up of agencies and organisations which provide services to community safety, youth justice and criminal justice partnerships in North Wales.
- 8.2. The Chair will be nominated and agreed by the Board and will be elected on an annual basis.
- 8.3. The membership of the Board will comprise the following:
- i. Formal members: Formal members are defined as representatives from the statutory partner agencies, as listed in the Crime and Disorder Act 1998. Elected members appointed will be expected to have sufficient seniority and experience; officers appointed will be at an appropriate level of seniority to similarly make decisions on behalf of their organisations. Appointees, whether elected members or senior officers, will have full voting rights. The statutory organisations identified by the Crime and Disorder Act 1998 are:
    - Local Authorities Police
    - Police Authority
    - Probation Service
    - Fire Service
    - Local Health Board
  - ii. Standing Professional Advisors: Advisors will be identified to join the Board to provide specialist advice to members. They will not have full voting rights.
  - iii. Co-opted Members: Co-opted members will be appointed to the Board as required. They will have full speaking rights but not voting rights.
- 8.4. All constituent partner representatives should have sufficient seniority within their organisation to make necessary resource and policy commitments. This requirement is not intended to compromise the independence and decision-making processes of the partner organisations;
- 8.5. Representatives of statutory partners, as defined by the Crime and Disorder Act 1998, should be of sufficient seniority to ensure that their organisation fulfil their statutory responsibilities.
- 8.6. Each of the region's local authorities will be required to formally

nominate an Elected Member to represent them on the Board. The other partners will be represented by officers with delegated powers from their respective organisations. Further detail relating to the formal membership is contained in Appendix 2, at the end of this document.

- 8.7. The Board will have the power to co-opt additional members as required.
- 8.8. Other partners may be involved from time to time on an ad hoc basis, by agreement of the Board. Such partners may take part in working arrangements, in subsidiary partnerships or provide advice. They are likely to have a degree of influence but will retain their independence.

## **9. Roles and Responsibilities**

- 9.1. Members of the Board agree to discharge their roles as outlined in statutory guidance where applicable. They will share in decision-making processes and commit to contribute professional expertise, time, energy, influence (within own organisations and in other settings), contacts and resources. This includes adhering to partnership agreements and protocols.
- 9.2. The NWSCB will be responsible for the development and implementation of an overarching North Wales Community Safety Strategic Plan (in accordance with Home Office guidelines) which will be underpinned by sub-regional community safety plans where the statutory duties will remain. In doing so, it will:
  - Scrutinise, comment and make recommendations on relevant reports from partner organisations and plans from other strategic partnerships.
  - Commission research and request reports and information on relevant matters and produce its own reports and recommendations.
  - Where appropriate, establish strategic planning groups, ensuring a balance of membership, to consider specific issues and invite individuals with relevant skills, knowledge and experience to join such groups.
  - Nominate members to existing strategic planning groups, ensuring a balance of membership.
  - Commission advisors and experts to provide information, advice and guidance on issues.
  - Liaise and co-operate with other partnership groups in North Wales.
  - Make contact with peer organisations/partnerships in other counties (including England where appropriate).
- 9.3. The Board is responsible for co-ordinating strategic planning and giving advice and guidance to the sub-regional operational CSP's, and YJBs.

## **10. Reporting**

- 10.1. The Board will formally report as a Strategic Board on progress to:

- The Police and Crime Commissioner, subject to guidance from the Home Office.
  - Home Office (as required)
  - Welsh Government (as required)
  - Youth Justice Board (as required)
  - Local Authority Overview and Scrutiny Committees
  - Statutory Regulators (as required)
- 10.2. The Board will report to the constituent partner organisations on a frequency to be agreed and at least annually. In addition Formal Board Members will report to their own appointing organisations using their own internal/local structures and constitution.
- 10.3. Reporting arrangements into the Board are described within the adopted performance management framework. This outlines reporting frequency and type of information required.

## **11. Meetings and Secretariat**

- 11.1. The NWCSB shall meet at least three times per municipal year. Where extraordinary or additional meetings are required these will be agreed by the Chair.
- 11.2. Board members are expected to contribute to meetings in line with the principles within the adopted “Procedure for Cooperation”. Participation in meetings of the NWSCN will be restricted to Members of the Board and other invitees as appropriate.
- 11.3. Declarations of interest must be disclosed prior to each meeting.
- 11.4. Substitute members shall be appointed as named deputies by respective organisations.
- 11.5. The Quorum will be fifty percent of the number of formal members (as set in 8.3 above) or nominated deputies.
- 11.6. A lead authority will be appointed by mutual agreement to service the NWSCB.
- 11.7. Responsibility for servicing meetings will be provided by a lead authority. This is to include production of notices of meetings, agendas, reports and minutes

## **12. Forward Work Programming and Risk Management**

12.1 A Forward Work Programme will be published by the NWSCB.

12.2 A risk register will be set and managed by the NWSCB.

## **13. Collaboration and Funding Opportunities**

13.1 The Board will not have formal powers over commissioning and pooling of budgets at the outset. The Board could fulfil a regional commissioning function at a later date with the agreement of constituent partners. Given the planned changes to commissioning arrangements at the time of writing with, for example, the imminent election of police commissioners with commissioning powers for police force areas, the potential for such a role for this board is unclear.

13.2 At the appropriate time, Board members will agree the framework for the management of pooled funds and resources. This could include consideration for the following:

- Process for commissioning services, including identification of lead authorities for different services.
- Method of pooled funding.
- Processes for financial control and monitoring within and between partnerships.
- Sharing of human and other resources to enable the partnership to operate effectively.
- Standing orders and financial regulations.
- Accountable structures for auditing.

## **14. Partnership Assessment and alteration of the Partnership Agreement**

14.1. This Partnership Agreement will be reviewed at close of its first year (May 2013) and thereafter at the start of each strategic planning period (currently every 3 years).

## **15. Exiting of Involvement with the Partnership**

14.1 No formal mechanism yet adopted. The NWSCB will need to specify the procedure, and consider the statutory requirements, if applicable.

## **16. Community Involvement and Equality**

- 16.1. The North Wales Community Safety Strategic Plan should reflect the views, where possible, of stakeholders and the general public.
- 16.2. An Equality Impact Assessment will be undertaken during the process of developing the regional Community Safety Strategic Plan.

## **17. Information Sharing**

- 17.1. All partners will adhere to the framework set out in the 'North Wales Community Safety Chief Officer Strategic Group Protocol and Procedure for the Exchange of Information', until such time as the NWSCB is in a position to develop its own protocol.<sup>2</sup>

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<sup>2</sup> The purpose of the Protocol is to facilitate the exchange of information pursuant to the power contained in Section 115 of the Crime and Disorder Act 1998. Where certain conditions are satisfied, Section 115 enables any person to disclose information for the purposes of any provision of the Crime and Disorder Act 1998 to a relevant authority, or to a person acting on behalf of such an authority. Section 17A of the Police and Justice Bill 2007 strengthened the 1998 Act by placing a duty on responsible authorities within the CSP to share depersonalised aggregate data which would be in the interest of preventing crime, disorder, misuse of drugs, alcohol and other substances, anti-social behaviour and behaviour adversely affecting the environment. This duty will only apply to information already held by the responsible authority in a depersonalised and aggregate format



**Appendix 1: Main Duties and Responsibilities of the NWSCB**

To be formally agreed after first meeting of the NWSCB

## Appendix 2: Membership of the NWSCB

Formal members: Formal members are defined as representatives from the statutory partner agencies, as listed in the Crime and Disorder Act 1998. The Elected Members appointed will be expected to have sufficient seniority and experience; officers appointed will be at an appropriate level of seniority to similarly make decisions on behalf of their organisations. Appointees, whether elected members or senior offices, will have full voting rights. The statutory organisations identified by the Crime and Disorder Act 1998 are:

- Local Authorities Police
- Police Authority
- Probation Service
- Fire Service
- Local Health Board

Standing Professional Advisors: Advisors will be identified to join the Board to provide specialist advice to members. They will not have full voting rights.

Co-opted Members: Co-opted members will be appointed to the Board as required. They will have full speaking rights but not voting rights.

All constituent partner representatives should have sufficient seniority within their organisation to make necessary resource and policy commitments. This requirement is not intended to compromise the independence and decision-making processes of the partner organisations.

Representatives of statutory partners, as defined by the Crime and Disorder Act 1998, should be of sufficient seniority to ensure that their organisation fulfil their statutory responsibilities.

Each of the region's local authorities will be required to formally nominate an Elected Member to represent them on the Board. The other statutory authorities will be represented by officers with delegated powers from their respective organisations.

The Board will have the power to co-opt additional members as required, and should consider the representation of other major partnerships in the area.

**Table 1: Composition of Membership**

Organisation	Number of representatives	Elected Member/ Officer Member/ Advisory Member
Anglesey County Council	1	Elected Member
Conwy County Borough Council	1	Elected Member
Denbighshire County Council	1	Elected Member
Flintshire County Council	1	Elected Member
Gwynedd County Council	1	Elected Member
Wrexham County Borough	1	Elected Member

Council		
Police and Crime Commissioner Representative	1	To be determined
North Wales Police	1	Officer Member
North Wales Fire and Rescue	1	Officer Member
Betsi Cadwaladr University Health Board	1	Officer Member
Wales Probation	1	Officer Member
Lead Chief Officer Advisor	1	Advisory Member
Specialist Advisors: Community Safety Youth Justice	6	Advisory Member

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**Report to:** Partnerships Scrutiny Committee

**Date of Meeting:** 31 May 2012

**Report Author:** Scrutiny Coordinator

**Title:** Scrutiny Work Programme

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**1. What is the report about?**

The report presents the Partnerships Scrutiny Committee with its draft forward work programme for members' consideration.

**2. What is the reason for making this report?**

To seek the Committee to review and agree on its programme of future work, and to update members on relevant issues.

**3. What are the recommendations?**

That the Committee considers the information provided and approves, revises or amends its forward work programme as it deems appropriate.

**4. Report details.**

- 4.1 Article 6 of the Council's Constitution sets out each Scrutiny Committee's terms of reference, functions and membership, whilst the rules of procedure for scrutiny committees are laid out in Part 4 of the Constitution.
- 4.2 The Constitution of Denbighshire County Council requires scrutiny committees to prepare and keep under review a programme for their future work. By reviewing and prioritising issues, members are able to ensure that the work programme delivers a member-led agenda.
- 4.3 For a number of years it has been an adopted practice in Denbighshire for scrutiny committees to limit the number of reports considered at any one meeting to a maximum of four plus the Committee's own work programme report. The objective of this approach is to facilitate detailed and effective debate on each topic.
- 4.4 The Committee is requested to consider its draft work programme for future meetings, as detailed in appendix 1, and approve, revise or amend it as it deems appropriate taking into consideration:
- issues raised by members of the Committee
  - matters referred to it by the Scrutiny Chairs and Vice-Chairs Group
  - relevance to the Committee's/Council's/community priorities

- the Council's Corporate Plan and the Director of Social Services' Annual Report
  - meeting workload
  - timeliness
  - outcomes
  - key issues and information to be included in reports
  - officers and/or lead Cabinet members who should be invited (having regard to whether their attendance is necessary or would add value)
  - questions to be put to officers/lead Cabinet members
- 4.5 When considering future items for inclusion on the forward work programme members may also find it helpful to have regard to the following questions when determining a subject's suitability for inclusion on the work programme:
- what is the issue?
  - who are the stakeholders?
  - what is being looked at elsewhere
  - what does scrutiny need to know? and
  - who may be able to assist?
- 4.6 The Committee's draft forward work programme (appendix 1) as it currently stands is the one which it has inherited from its predecessor committee. Members are therefore asked to consider whether the programme reflects the new Committee's wishes and priorities.
- 4.7 As mentioned in paragraph 4.2 above the Constitution of Denbighshire County Council requires scrutiny committees to prepare and keep under review a programme for their future work. To assist the process of prioritising reports, if officers are of the view that a subject merits time for discussion on the Committee's business agenda they have to formally request the Committee to consider receiving a report on that topic. This is done via the submission of a 'proposal form' which clarifies the purpose, importance and potential outcomes of suggested issues. Returning members will be familiar with this form, but for the benefit of new members an example of one of these forms is attached at appendix 2. No completed proposal forms have been received for consideration by the Committee at the current meeting.
- 4.8 Cabinet Forward Work Programme  
When determining their programme of future work it is useful for scrutiny committees to have regard to Cabinet's scheduled programme of work. For this purpose a copy of the Cabinet's forward work programme is attached at Appendix 3.
- 4.9 Progress on Committee Resolutions  
A table summarising recent Committee resolutions and advising members on progress with their implementation is attached at Appendix 4 to this report.

**5. Scrutiny Chairs and Vice-Chairs Group**

- 5.1 Under the Council's scrutiny arrangements the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee.
- 5.2 At its last meeting prior to the County Council elections the Scrutiny Chairs and Vice-Chairs Group recommended that the Partnerships Scrutiny Committee schedule into its work programme an item on the Community Safety Partnership (CSP). In accepting this item onto its work programme the Committee complies with its designated function of scrutinising crime and disorder matters which, under the requirements of the Police and Justice Act 2006, it has to undertake on at least an annual basis. An item on the CSP has provisionally been scheduled into the Committee's work programme for September 2012.

**6. How does the decision contribute to the Corporate Priorities?**

Effective scrutiny will assist the Council to deliver its corporate priorities in line with community needs and residents' wishes. Continual development and review of a coordinated work programme will assist the Council in monitoring and reviewing policy issues.

**7. What will it cost and how will it affect other services?**

Services may need to allocate officer time to assist the Committee with the activities identified in the forward work programme, and with any actions that may result following consideration of those items.

**8. What consultations have been carried out?**

None required for this report. However, the report itself and the consideration of the forward work programme represent a consultation process with the Committee with respect to its programme of future work.

**9. What risks are there and is there anything we can do to reduce them?**

No risks have been identified with respect to the consideration of the Committee's forward work programme. However, by regularly reviewing its forward work programme the Committee can ensure that areas of risk are considered and examined as and when they are identified, and recommendations are made with a view to addressing those risks.

## **10. Power to make the decision**

Article 6.3.7 of the Council's Constitution stipulates that the Council's scrutiny committees must prepare and keep under review a programme for their future work.

### **Contact Officer:**

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**Note: Items entered in italics have not been approved for submission by the Committee. Such reports are listed here for information, pending formal approval.**

Meeting		Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
12 July	1	New Work Connections	To scrutinise the delivery of the collaborative project from the perspective of the lead sponsor	Recommendations for effective service delivery of the project across Denbighshire and with respect to exit strategies	Melanie Evans	March 2012
	2	Regional Collaboration on Economic Development	Pre-decision scrutiny of the anticipated benefits of collaborative arrangements for the purpose of economic development	Formulation of recommendations with respect to entering into formal regional collaboration arrangements with regards to economic development	Mark Dixon	By SCVCG February 2012
	3	Families First	To detail the tendering and award process for the Families First Programme funding from April 2012	A thorough analysis of the process followed this year will assist with the development of a robust commissioning strategy for future funding allocations to deliver services on the Council's behalf and mitigate risks to service providers and users from unsuccessful bids and loss of funding	Alan Smith/Jan Juckes-Hughes	March 2012
	4	Mental Health Measure	Presentation of draft joint scheme with respect to access to primary mental health services for children, adults and older people that will provide for an ageless service	Identification of any weaknesses in the proposals and the formulation of recommendations to address them to enable the development of a robust scheme which delivers the best outcomes for service users and associated services	Phil Gilroy/Leighton Rees	March 2012 (rescheduled May 2012)

Meeting		Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
Possible Joint Meeting with Conwy (tbc)	1.	Community Safety Partnership (tbc)  8 Ways Project	To consider the progress in improving the areas identified within the CSP's Action Plan 11/12 (minutes of meeting 26/5/11 refer)	Safer and better communities	Siân Taylor	May 11
	2	<i>Conwy and Denbighshire Mental Health Partnership [possible deferment to a future joint meeting due to proximity of elections]</i>	<i>To assess the effectiveness and quality of the service delivered by the Partnership</i>	<i>An evaluation of the effectiveness of the partnership arrangements in delivering the required services to service-users in both areas</i>	<i>Sally Ellis and Heads of Adult Services/Helena Thomas</i>	<i>May 11 (rescheduled Nov 11)</i>
27 September	1	Review of Higher Education in North East Wales <b>[Education]</b> (tbc)	To provide observations to the Panel tasked with undertaking the review of higher education provision in the area	Engagement with an important review with a view to influencing future provision of higher education in North East Wales	Mark Dixon	March 2012
	2	Community Safety Partnership <b>[Crime and Disorder Scrutiny]</b>	To detail the Partnership's progress in delivering its 2011/12 action plan and discuss its action plan for 2012/13	Effective monitoring of the CSP's delivery of its action plan for 2011/12 and its draft action plan for 2012/13 will ensure that the CSP delivers the services which the Council and local residents require	Siân Taylor	By SCVCG April 2012
8 November						
Nov? Possible Joint Meeting with Conwy CBC (tbc)	1	<i>Review of Joint Adoption Panel ? (request from Conwy)</i>			<i>Tbc [check with Leighton Rees]</i>	<i>January 2012</i>
	2.	<i>Planning and Public Protection (tbc)</i>	<i>The Committee to scope the purpose and expected outcomes</i>		<i>Wyn Jones/ Graham Boase</i>	<i>May 11</i>

Meeting	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
20 December					
31 January 2013					
14 March					
25 March					

#### Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
<i>Potential for Collaborative Domiciliary Care provision with respect to rural areas of the county</i>	<i>To outline the pressures encountered in the County's rural areas with respect to the provision of domiciliary care services and the potential for establishing a collaborative domiciliary care service (including services for people with learning disabilities) with other North Wales local authorities</i>	<i>The delivery of better quality services to residents in a more effective and efficient manner</i>	<i>Phil Gilroy/Anne Hughes-Jones</i>	<i>April 2012</i>
Challenging Behaviour and its impact on Council services <b>[could possibly be an issue for Partnerships as joint working with BCU involved]</b>  <i>(transferred from Communities Scrutiny Committee)</i>  <b>[education]</b>	An analysis of the impact of children's challenging behaviour on the Council's education and social services' functions	Identification of measures, or other Council services, which may assist education and social services to address challenging behaviour and ease budget and resource pressures in the long-term	Leighton Rees/Karen I Evans	March 11

Children and Adolescent Mental Health Progress (CAMHS)  (Dr Peter Gore-Rees from BCU to be invited)	To consider the progress achieved in addressing CAMHS assessment delays and further progress in relation to CAHMS services	Early intervention and preventative work will ease pressures on the Council's education and social services in the long-term	BCUHB	March 11 (rescheduled January 2012)
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**Future Issues for Joint Scrutiny**

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
<i>Street Lighting</i>	<i>The Committee to scope the purpose and expected outcomes</i>		<i>Stuart Davies/Andy Clark</i>	<i>May 11</i>

**For future years**

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**Information/Consultation Reports**

Information / Consultation	Item (description / title)	Purpose of report	Author	Date Entered
Information	POVA Case Study Update	To inform Members of the conclusions of the CSSIW's investigation into the case of a nursing home resident and any recommendations and actions resulting from the review	Alaw Pierce	October 2010
Information	North Wales Procurement Arrangements	Information on the progress in developing regional procurement arrangements	Arwel Staples	May 11

21/05/12

**Note for officers – Committee Report Deadlines**

Meeting	Deadline	Meeting	Deadline	Meeting	Deadline

12 July	<b>28 June</b>	27 September	<b>13 September</b>	8 November	<b>25 October</b>
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Partnerships Scrutiny Work Programme.doc

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PROPOSAL FORM FOR AGENDA ITEMS FOR SCRUTINY COMMITTEES					
<b>NAME OF SCRUTINY COMMITTEE</b>					
<b>DATE OF MEETING / TIMESCALE FOR CONSIDERATION</b>					
<b>TITLE OF REPORT</b>					
<b>PURPOSE</b>	<b>1. Why is the report being proposed? (see also the checklist overleaf)</b>				
	<b>2. What issues are to be scrutinised?</b>				
	<b>3. Is it necessary/desirable for witnesses to attend e.g. lead members, officers/external experts?</b>				
	<b>4. What will the committee achieve by considering the report?</b>				
	<b>5. Score the topic from 0 – 4 on aims &amp; priorities and impact (see overleaf)*</b>	<table border="1"> <thead> <tr> <th><b>Aims &amp; Priorities</b></th> <th><b>Impact</b></th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	<b>Aims &amp; Priorities</b>	<b>Impact</b>	
<b>Aims &amp; Priorities</b>	<b>Impact</b>				
<b>ADDITIONAL COMMENTS</b>					
<b>REPORTING PATH – what is the next step? Are Scrutiny’s recommendations to be reported elsewhere?</b>					
<b>AUTHOR</b>					

Please complete the following checklist:

	Yes	No
Is the topic already being addressed satisfactorily?		
Is Scrutiny likely to result in service improvements or other measurable benefits?		
Does the topic concern a poor performing service or a high budgetary commitment?		
Are there adequate resources / realistic possibility of adequate resources to achieve the objective(s)?		
Is the Scrutiny activity timely, i.e. will scrutiny be able to recommend changes to the service delivery, policy, strategy, etc?		
Is the topic linked to corporate or scrutiny aims and priorities?		
Has the topic been identified as a risk in the Corporate Risk Register or is it the subject of an adverse internal audit or external regulator report?		

\*The following table is to be used to guide the scores given:

Score	Aims & Priorities	Impact
0	No links to corporate/scrutiny aims and priorities	No potential benefits
1	No links to corporate/scrutiny aims and priorities but a subject of high public concern	Minor potential benefits affecting only one ward/customer/client group
2	Some evidence of links, but indirect	Minor benefits to two groups/moderate benefits to one
3	Good evidence linking the topic to both aims and priorities	Moderate benefits to more than one group/substantial benefits to one
4	Strong evidence linking both aims and priorities, and has a high level of public concern	Substantial community-wide benefits

### SCORING

#### Aims & Priorities

4	Possible topic for Scrutiny – to be timetabled appropriately	Priority topic for Scrutiny – for urgent consideration
3		
2	Reject topic for Scrutiny – topic to be circulated to members for information purposes	Possible topic for Scrutiny – to be timetabled appropriately
1		

0                                  1                                  2                                  3                                  4  
**Impact**



**CABINET: FORWARD WORK PROGRAMME****FUTURE ISSUES**

<b>19 JUNE 2012</b>	
Regional CCTV	Lead Member / Graham Boase
Regional Collaboration on Economic Regeneration Purpose: Approval for the governance arrangements for priority collaborative activities	Lead Member / Mark Dixon
Items from Scrutiny Committees	Scrutiny Coordinator
Mental Health Homeless Supported Housing – Contract Award	Gary Major / Lead Member
Corporate Plan Q4 performance report	Ewan McWilliams / Tony Ward
Mental Health Measure	Lead Member / Sally Ellis
ABBA Floating Support Project – Contract Award	Gary Major / Lead Member
Regional Collaborative Committees	Lead Member / Sally Ellis / Jenny Elliot
<b>17 JULY 2012</b>	
Regional Collaboration on Economic Development	Lead Member / Mark Dixon
Items from Scrutiny Committees	Scrutiny Coordinator
<b>18 DECEMBER 2012</b>	
Welsh Housing Quality Standards	Lead Member / Peter McHugh
Items from Scrutiny Committees	Scrutiny Coordinator

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## Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
8 March 2012	5. Tourism	<p><b>RECOMMENDED</b> that –</p> <p>(a) members' comments as detailed above be contained or addressed in the Destination Management Plan;</p> <p>(b) members' comments also be brought to the attention of the Lead Member for Regeneration and Tourism who was also the Council's representative on the Tourism Partnership North Wales, and</p> <p>(c) details of the internal Programme Board's Terms of Reference and reporting arrangements be circulated to the committee.</p>	<p>Committee's views copied to the Lead Member and relevant officers</p> <p>This will be treated as a project with the sponsor being the Head of Environment, (Steve Parker), the project manager will be Ruth Williams (Principal Regeneration Investment &amp; Strategy Officer), and the Board members will be the Head of Planning &amp; Public Protection (Graham Boase), the Head of Highways &amp; Infrastructure (Stuart Davies), the Head of Communication, Marketing &amp; Leisure (Jamie Groves) and Strategic Regeneration Manager (Mark Dixon)</p>
19 April	5. Annual Audit of Safeguarding Children in	<p><b>RESOLVED:</b> - that subject to the above observations:</p> <p>(a) to note the actions undertaken to date</p>	

	<b>Education Quality Assurance Framework</b> –	<p><i>to address cross service safeguarding issues, and endorse future actions to address the areas of weakness identified in the annual audit of schools to address cross service safeguarding issues; and</i></p> <p>(b) that school governors are requested to monitor on a regular basis that all their school staff and volunteers have current relevant safeguarding checks in place and have undertaken the safeguarding training relevant to their role</p>	<p>Resolution communicated to relevant officers</p> <p>Chairs of Governing Bodies will be asked to ensure that reports are received to meetings of the Governing Body from the Head Teacher to enable them to fulfil a monitoring role.</p>
	<b>6. Provision of Music within Schools</b>	<p><b>RESOLVED: -</b></p> <p>(a) <i>to continue to support the ongoing work with respect to the development of music within the County;</i></p> <p>(b) <i>to support the proposals for the wider review of funding of music provision in Denbighshire; and</i></p> <p>(c) <i>that the findings of the North Wales Music Task and Finish Group be reported to the Committee in due course</i></p>	<p>No date has yet been set for the Group to finalise its work and report. The School Effectiveness Performance Officer will raise the timescale issue with the Group at its next meeting on 26 June.</p>



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